

Terms and Conditions for Grocies Supermarket

Effective Date: 24/05/2024

1. Introduction

Welcome to Grocies Supermarket. By accessing or using our website and services, you agree to comply with and be bound by the following terms and conditions. Please read these terms carefully.

2. General Terms

2.1. Eligibility: You must be at least 18 years old to use our services. By using our website, you represent that you meet this age requirement.

2.2. Account Registration: To access certain features of our website, you may need to create an account. You are responsible for maintaining the confidentiality of your account information and for all activities that occur under your account.

2.3. Product Availability: All products are subject to availability. We reserve the right to limit the quantities of any products or services that we offer.

2.4. Pricing and Payment: Prices for our products are subject to change without notice. We accept various forms of payment, which will be specified during the checkout process.

2.5. Returns and Refunds: Our return and refund policy is outlined on our website. Please refer to this policy for details on how to return products and receive refunds.

2.6. Privacy Policy: Our Privacy Policy, which explains how we collect, use, and protect your information, is incorporated into these terms by reference.

3. Loyalty Program

3.1. Description

Our Grocies Supermarket Loyalty Program is designed to reward our valued customers. By joining our loyalty program, you can enjoy exclusive benefits tailored to your needs. We offer three membership levels: Standard, Golden, and Premium, each with its own set of perks.

3.2. Membership Levels

3.2.1. Standard Membership

- **Benefits:**
 - Exclusive discounts for selected items.
 - Access to weekly deals and promotions.
 - Earn points for every purchase.
- **Terms:**
 - Points are earned at a rate of 1 point per Rs.1 spent.

- Points can be redeemed for discounts on future purchases.
- Membership is free.

3.2.2. Golden Membership

- **Benefits:**
 - Exclusive Senior discounts.
 - Line skip pass during peak hours.
 - Reserved Parking.
 - Seasonal gift packs.
- **Terms:**
 - Available to customers aged 60 and above.
 - Membership fee: Rs.500 per year.
 - Discounts and benefits are non-transferable.

3.2.3. Premium Membership

- **Benefits:**
 - Personal Assistant.
 - Early bird access to limited stock items.
 - Exclusive Premium Discount on total bill.
 - Reserved Parking.
 - Free Delivery.
- **Terms:**
 - Membership fee: Rs.1000 per year.
 - Personal assistant service is available during store hours only.
 - Free delivery applies to orders over Rs1000.

4. Membership Cancellation

4.1. Cancellation by Member: You may cancel your membership at any time by contacting our customer service. Membership fees are non-refundable.

4.2. Cancellation by Groceries Supermarket: We reserve the right to terminate your membership if you violate any of the terms and conditions.

5. Changes to Terms and Conditions

We may update these terms and conditions from time to time. Any changes will be posted on our website with an updated effective date. Your continued use of our services after any changes constitutes your acceptance of the new terms.

6. Contact Us

If you have any questions or concerns about these terms and conditions, please contact us at:

- **Email:** nathanielshalin@gmail.com

By using our website and services, you agree to the terms of this Terms and Conditions document.