



Terms of Service – Sathiko kirana pasal

Last Updated: 05/08/2025

1. Acceptance of Term's

By accessing or using the Sathiko Kirana Pasal website and services, you agree to be bound by these Terms. If you do not agree, please refrain from using our services.

2. Account Registration

You may be required to create an account to place orders or access certain features. You agree to provide accurate, current, and complete information and to maintain the confidentiality of your account credentials. You are solely responsible for all activities under your account.

3. Products and Pricing

All products listed on our website are subject to availability and may be withdrawn or changed without notice. We reserve the right to:

- Adjust prices at any time
- Limit quantities per order
- Discontinue or substitute products based on availability

4. Orders and Payment

Orders placed via Sathiko Kirana are subject to confirmation and product availability.

- Payments must be completed using accepted methods at checkout.
- Orders will not be processed until full payment is received.

- We reserve the right to cancel orders in the event of payment issues or stock limitations.

5. Delivery and Shipping

Sathiko Kirana Pasal offers **same-day delivery** to supported areas for orders placed **before 5:00 PM AEST**.

- Deliveries are made between **6:00 PM – 10:00 PM** on the same day.
- Orders placed after 5:00 PM will be delivered the next business day.
- Delivery areas include Laverton and surrounding suburbs within ~30 minutes drive.
- Delivery fees may apply unless otherwise stated.
- Customers are responsible for ensuring correct delivery address details.

6. Refunds and Returns

Refunds and returns are handled in accordance with our **Refund & Returns Policy**.

- **Perishable items** cannot be returned unless damaged or incorrect upon delivery.
- **Non-perishable items** may be returned within **7 days**, unused and in original condition.
- To initiate a return or refund, please contact us within the required timeframe with your order number and supporting information.

7. User Conduct

You agree not to:

- Violate any local, state, or federal laws
- Upload or distribute malicious software or content

- Access, tamper with, or use non-public areas of the website without authorization

8. Privacy

Your privacy is important to us. Please review our **Privacy Policy** to understand how we collect, store, and use your personal information.

9. Intellectual Property

All content on this website — including text, images, logos, and design — is the property of Sathiko Kirana Pasal or its licensors and is protected under Australian copyright and trademark laws.

10. Disclaimer

Sathiko Kirana Pasal provides its website and services "as is" without warranties of any kind, express or implied. We do not guarantee uninterrupted or error-free service or that products will meet your expectations.

11. Limitation of Liability

To the extent permitted by law, Sathiko Kirana Pasal shall not be liable for any direct, indirect, incidental, special, or consequential damages resulting from your use of our website or products.

12. Changes to Terms

We may update these Terms from time to time. Any changes will be posted on this page and take effect immediately. Your continued use of our services constitutes acceptance of the updated Terms.

13. Governing Law

These Terms are governed by the laws of the State of Victoria, Australia. Any disputes arising shall be resolved under the jurisdiction of the courts located in Victoria.

14. Contact Us

If you have any questions regarding these Terms, please contact:

Sathiko Kirana Pasal
Laverton VIC 3028, Australia
Email: info@sathikokirana.com.au
Phone: 0414271497