

Gavrano – Terms & Conditions

Last Updated: [22-10-2025]

These Terms & Conditions (“Terms”) govern your use of the Gavrano platform, services, and all transactions through Gavrano (www.gavrano.com). By using Gavrano, you agree to these Terms. If you disagree, please do not use the service.

1. Definitions

“We”, “Us”, “Our”, “Gavrano” refers to Gavrano Fresh (OPC) Private Limited Company.

“You”, “User”, “Customer” refers to the person ordering or using our services.

“Platform” means Gavrano’s website/app and any mobile or software application used to place orders.

“Order” means a purchase made through the Platform or otherwise.

“Products” means fresh produce, groceries, and any other item offered by Gavrano.

2. Account Registration & User Obligations

You must register and maintain an account to place orders.

You agree to provide accurate, current, and complete information (name, address, phone number, etc.).

You are responsible for keeping your login credentials safe. OTPs given for login or order confirmation must not be shared with others.

3. Order Placement

Orders are placed by selecting items, confirming payment or Cash on Delivery , and selecting delivery slot.

Prices shown include applicable taxes; additional delivery or service charges (if any) are shown before checkout.

We reserve the right to refuse or cancel any order due to stock unavailability, pricing errors, or other reasons.

4. Delivery Promise

We aim to deliver all orders within 30 minutes of order confirmation for eligible areas.

Delivery radius is limited (specified in app/website). Orders beyond the radius may not be accepted.

5. Product Quality, Freshness & Returns

We source products directly from farmers to ensure freshness and quality.

If you receive spoiled, damaged, expired, or wrong items, you may request replacement or refund.

6. Refund & Replacement Policy

Claims must be submitted within 2 hours of delivery (for fresh produce etc.).

Refund if replacement is not feasible.

Cases not eligible for refund/replacement: mis-handling after delivery, partial use, change of mind after order has been delivered.

7. Cancellations

Cancellation is allowed until an order is picked.

Once an order is packed or out for delivery, cancellation is not permitted.

If we initiate cancellation (e.g. item out of stock, delivery area issues), full refund will be provided.

8. Pricing & Payment

Payments can be made via UPI, wallet, credit card, debit card, or cash on delivery (if allowed).

Prices may change due to taxes, rate changes, etc.; we will display the price before finalizing the order.

Any promotional offers or discounts will have their own terms; these cannot always be combined.

9. Membership, Subscription & Offers

If you subscribe to weekly/monthly plans or membership (e.g., Gavrano Gold), additional terms apply (renewal, cancellation, etc.).

Offers and combos are available for limited time and subject to stock and delivery availability.

Referral rewards and loyalty points are subject to expiry and usage rules, which will be clearly communicated.

10. User Conduct & Prohibited Use

You must behave respectfully with delivery staff and others. No abusive, offensive, or illegal behavior.

Use the Platform only for lawful purposes. Don't misuse or attempt to hack the system.

11. Limitation of Liability

While we strive for accuracy in product descriptions, images, delivery times, etc., we do not guarantee perfect accuracy in all cases.

We are not liable for delays due to traffic, weather, strikes, or other events beyond our control.

Our liability is limited to the value of the order in case of confirmed damage, wrong item delivered, or such issues.

12. Changes & Updates to Terms

We may update these terms occasionally. We will notify users via the app/website or by email.

Continued use of the Platform after changes means you accept the updated Terms.

13. Governing Law & Dispute Resolution

These Terms shall be governed by the laws of India.

Any disputes shall be subject to the jurisdiction of courts in [Your City / Nagpur].

Contact Information:

For any questions about these Terms, please contact us at:

Email: gavrano.customercare@gmail.com

Phone: 9270266860