

## Privacy Policy:

- The information provided by the user on this website shall be kept confidential and shall not be shared with anyone. The DATA will neither be made accessible to third parties nor transferred in any form or manner unless required by law.
- SahityaStreet may share your personal information with our bankers for clearing necessary fees payments. This information shall be strictly up to the legal permissible limit and not exceeding.
- Online Fee Payment system purpose to provide flexibility and conform to its continuing Client by offering option to pay online using various payment methods.
- It is sole responsibility of client to pick online payment option. SahityaStreet do not recommend/prefer/promote any particular method.
- If payment is made by means of a card that you do not personally own, the permission of the card owner must always be obtained to make payments using the card. In using the system, you confirm that you have such permission.
- Information related to payments using debit or credit card is not accessed or stored by the SahityaStreet.
- No Warranty: The information and materials contained in this site including, graphics, links or other items are provided as on "As Is" and "As Available" basis by the SahityaStreet which organized and tries to provide information accurately and expressly disclaims liability for error or omission in this information and materials. No warranty of any kind, implied, express or statutory shall be given by the SahityaStreet shall not be limited to the warranty of fitness for a particular purpose and freedom from computer virus is given in conjunction with the information and materials.
- Limitation of Liability: In no event, SahityaStreet will be liable for any damage direct or indirect losses or expenses arising in connection with site or use thereof inability to use by any person delay of operation or transaction, computer virus etc.

## SHIPPING POLICY

### Shipment processing time

All orders are processed within 2-3 business days. Orders are not shipped or delivered on weekends or holidays. If we are experiencing a high volume of orders, shipments may be delayed by a few days. Please allow additional days in transit for delivery. If there will be a significant delay in shipment of your order, we will contact you via email or telephone.

### Shipment confirmation & Order tracking

You will receive a Shipment Confirmation email once your order has shipped containing your tracking number(s). The tracking number will be active within 24 hours.

### Return Policy

Satisfaction Guarantee

You may return any of the items purchased from the SahityaStreet for a full refund within fifteen (15) days of receipt of your order.

### Packaging Guidelines

Please adhere to the following guidelines when packaging your items for return to SahityaStreet:

1. Items should be returned in their original boxes, in new condition, and with the original packing materials.
2. Indicate the reason for return on a copy of the packing slip and include it in with the returned items(s) to ensure proper credit to your credit card. If you do not have a copy of your packing slip, please indicate your order number and the reason for return on a separate piece of paper and include it in with the returned item(s).

### **Return Shipping Address**

Please call toll free +91-9310147644 for information

### **Return Shipping Method**

SahityaStreet recommends you use UPS or Insure Parcel Post for your return shipment.

### **Return Shipping Costs**

If the return of your item(s) is a result of our error, SahityaStreet will arrange and pay for return shipping charges. Please call Customer Service at +91-9310147644 to report a return of product due to our error and to receive special shipping instructions. The shipping charges for all other returns shall be paid for by the customer.

### **Credits/Refunds**

Your return will be refunded to your credit card upon receipt of your returned item(s). Please keep a copy of your original order or order number until proper credit has been applied to your credit card in the event it is needed for tracing purposes. Once we have processed your returned item(s) and refunded your credit card, we will notify you via e-mail. Please note that all return terms apply to purchases made and shipped within the United States and Canada only.

## **MEMBERSHIP POLICY**

### **Membership closure & refund of deposit**

To discourage ad-hoc and short term membership, members are required to comply with a minimum membership term of three months. For members who subscribe to plans with a refundable deposit, any premature closure of membership in less than three months from the date of sign-up, will result in the reading fee for the remaining period of the mandatory term getting adjusted against the deposit. The rest of the deposit, however will be refunded. For members who subscribe to annual plans without deposit there is no refund applicable at the time of closure. Under extreme situations caused by non-compliance to the Terms of Use by member, SahityaStreet reserves the right to terminate a membership for any or no reason without any refund.

### **Unclaimed Refundable Deposit**

Upon expiry of membership, SahityaStreet sends reminders over emails/sms to its members for renewal. Three months after expiry, SahityaStreet reserves the right to classify the account as 'Dormant' and initiate steps to recover cost of books and any unpaid reading fee from the refundable deposit, if there is no action on the reminders, which would be communicated to the member through email/sms. Post this

recovery, any excess deposit left in the account will be retained as “Unclaimed” refundable deposit for a period of 3 months and periodic reminders would be sent to the member to claim the same. After 12 months of expiry of membership, SahityaStreet reserves the right to treat the member as “not reachable” and take appropriate action on the unclaimed refundable deposit if there has been no response from the member on the reminder communications.

### **Eligibility**

Any individual who submits a fully complete application form for membership with a) address proof of residence / work b) mobile phone number & proof of billing address) communicable email address is welcome to sign up with SahityaStreet Solutions Private Limited for the Company’s Library named SahityaStreet. However, SahityaStreet reserves the right to accept or reject membership at its sole discretion. Membership is for personal use only. However, it can be transferred to any other individual’s name with explicit communication to SahityaStreet. No member may re-lend books borrowed from SahityaStreet at any time. Doing so will entail automatic cancellation of membership.

### **Plans & Payment terms**

By subscribing to a specific membership plan of SahityaStreet, the member is explicitly agreeing to pay, in advance, the reading fee attached to the plan plus and any other applicable fee or tax at the frequency specified by the plan. Any non-compliance with the payment terms in spite of 2 reminders will attract a penalty of 10% per payment period of the amount due and may lead to cancellation of membership.

### **Reading period and reading fee**

SahityaStreet proposes a reasonable reading period with a restriction on the number of books that a member can hold at any point in time. No penalty will be levied for delayed return of books. However, under specific circumstances where other library members have requested for and are waiting for a book/s for more than 10 days, SahityaStreet reserves the right to contact and request members holding book/s to be returned. Members are requested to then return the requested book/s within five (5) days of such request. Reading fees should be paid as per the plan. In the event a member does not renew his/her subscription the company reserves the right to adjust the deposit amount towards the reading fees. If there is no balance in the Deposit Amount, then the company will terminate the membership of the member. All correspondence in this regard will be communicated to the email address of the member as submitted in the application form. Members are requested to update their contact details periodically when changed. Reading fee paid in advance will not be refunded.

### **Lost or Damaged books**

At SahityaStreet, we take utmost care to maintain books in good condition. Any anomaly (unprinted pages) of damage if found should be reported either at the front desk while getting the book issued or to the delivery executive if the book is delivered at the door. Failure to check and/or report the same will be constituted as if the member has received a book in good condition. While returning the book, the front desk executive or the deliver executive (if the book is collected at the door) will check for any damage of book(s) and report to the member accordingly. The determination of a book being “damaged” will be at the sole discretion of SahityaStreet. Members can choose to replace a lost or damaged book within 10 days or pay the penalty amount determined by Just Books. The damage policy is detailed below.

### **Pricing Policy:**

Sellers are responsible for setting their own prices on SahityaStreet marketplaces. In our mission to be Earth's most customer-centric website, SahityaStreet strives to provide our customers with the largest selection at the lowest price, and with the fastest delivery as sellers play an important role.

SahityaStreet regularly monitors the prices of items on our marketplaces, including shipping costs, and compares them with other prices available to our customers. If we see pricing practices on a marketplace offer that harms customer trust, SahityaStreet can remove the buy box, remove the offer, suspend the ship option, or, in serious or repeated cases, suspending or terminating selling privileges.

### **Pricing Guidelines**

Essential guidelines that a seller must follow when drawing up prices for his products being listed within the SahityaStreet web portal include:

**Fair pricing.** Any single book or multiple books packages must have a price that is equal to or lower than the price of the same item being sold by the seller on other sites or virtual marketplaces. This applies to both the individual product price as well as the collective price that the item or items are being sold for.

**Price limitations.** A seller holding an Individual Seller Account is limited in the amount that he can list an item for. The maximum value of any individual item on one of these accounts is Rs 10,000. However, sellers listing under the Collectible Books category can ignore this limitation. Professional Seller Account holders are also not subject to these limitations.

The seller can choose the listing price so long as it complies with the above-mentioned regulations.