Terms and Conditions

Demonstration version | Proposed effective date: 25 September 2026

TEST DOCUMENT - NO LEGAL FORCE. This file was created solely for interface testing and demonstration. It is not legal advice and must be replaced with a document approved for the applicable jurisdiction before publication.

1. About these terms

These Terms and Conditions describe the rules for using the Ecobazar website, creating an account, placing an order, arranging delivery or pickup, and contacting customer support.

By using the service, a customer confirms that the information supplied during registration and checkout is accurate and that the customer is legally able to enter into a purchase agreement.

2. Accounts and security

Customers may browse without an account, but some features require registration. Account credentials must be kept confidential and must not be shared with another person.

Ecobazar may temporarily restrict an account where unusual activity, suspected fraud, misuse of promotional offers, or a security risk is detected.

3. Product information

Product photographs, descriptions, origin information, ingredient details, certificates, weights and availability are provided to help customers make a choice. Natural products may vary in colour, shape and size.

Where a product is sold by approximate weight, the final charged amount may vary within the range displayed at checkout. Material substitutions require the customer's selected substitution preference.

4. Orders and contract formation

Submitting an order is an offer to purchase. An order becomes confirmed after payment authorisation and stock verification. An acknowledgement message alone does not guarantee availability.

If an item is unavailable, Ecobazar may offer a substitute, remove the item, adjust the total, or cancel the affected part of the order and issue the corresponding refund.

5. Prices, promotions and payment

Prices are displayed in the selected currency and include applicable retail taxes unless stated otherwise. Delivery charges, service fees and discounts are shown before order confirmation.

Promotional prices apply only during the stated period and while stock lasts. Payment providers may perform fraud and identity checks under their own terms.

6. Delivery and pickup

Delivery estimates depend on the selected store, delivery address, traffic, product availability and the chosen time slot. A customer must provide safe access and be available to receive age-restricted goods where applicable.

Pickup orders must be collected from the selected store during its opening hours. Uncollected perishable orders may not qualify for a refund where the store prepared them as agreed.

7. Cancellations, returns and quality claims

Cancellation may be available before preparation begins. Perishable products are generally not returnable merely because a customer changed their mind, subject to mandatory consumer rights.

Missing, damaged, spoiled or incorrect products should be reported promptly with the order number and, where reasonably requested, photographs. Approved refunds are returned to the original payment method.

8. Responsible use

Customers must not interfere with the website, attempt unauthorised access, submit unlawful content, scrape protected data, resell access credentials, or use the service to commit fraud.

Reviews must reflect genuine experiences and must not contain harassment, personal data, misleading claims or prohibited advertising.

9. Intellectual property and third-party services

Site content, branding, layouts and original materials are protected by applicable intellectual property laws. Product brands remain the property of their respective owners.

Payment, mapping, delivery and navigation features may rely on third-party services. Their availability and separate terms may apply when a customer chooses to use them.

10. Liability and service availability

Ecobazar aims to keep product and service information accurate, but uninterrupted availability cannot be guaranteed. Nothing in these terms excludes liability that cannot legally be excluded.

To the extent permitted by law, Ecobazar is not responsible for losses caused by events outside reasonable control, incorrect customer information, or unauthorised account use not caused by Ecobazar.

11. Changes, governing terms and contact

These terms may be updated when the service, law or business processes change. The current effective date should be shown when the production document is published.

Questions may be sent to legal@ecobazar.com or Ecobazar Market LLC, 12 Greenway Street, Chicago, IL 60601, USA. The production version must specify the governing law and dispute forum after legal review.

End of test document