

Refund Policy – ZarooriJini

Last Updated: May 2026

This Refund Policy applies to marketplace services, ERP subscriptions, onboarding services, operational services, and related payments managed through ZarooriJini and operated by Zaroori Retail.

1. Nature of Services

ZarooriJini is a service ERP application used for managing marketplace onboarding, operational workflows, account management, documentation, invoicing, ERP access, advertising support, and strategic services provided by Zaroori Retail.

2. 90-Day Service Commitment

If Zaroori Retail is unable to onboard the client's brand on committed marketplace(s) within 90 days from payment or onboarding date, the client may become eligible for refund consideration subject to this policy.

3. Proportionate Refund Policy

If partial marketplaces or services have already been completed, activated, or delivered, refunds shall only apply proportionately to incomplete services. Charges for completed work and operational execution shall be deducted accordingly.

4. Non-Refundable Situations

Refunds shall not apply where delays or failures arise due to incomplete client documents, compliance issues, marketplace restrictions, delayed client approvals, advertisement budget utilization, ERP activation, or client-side discontinuation of services.

5. Marketplace Approval Disclaimer

Marketplace approvals are controlled entirely by third-party marketplace policies and decisions. Zaroori Retail does not guarantee approvals where marketplace eligibility standards or compliance requirements are not fulfilled.

6. Refund Request Procedure

Refund requests must include client details, invoice references, agreement references, and reason for refund request. All refund requests shall be reviewed internally by Zaroori Retail.

7. Refund Processing Timeline

Approved refunds shall be processed within 7–15 business working days through bank transfer or the original payment method. All refunds shall be processed directly by Zaroori Retail.

8. Chargebacks & Payment Disputes

Unauthorized chargebacks or false disputes may result in service suspension, account termination, legal recovery proceedings, and restriction from future services.

9. Contact Information

Zaroori Retail

Ludhiana, Punjab, India

Website: <https://zarooriretail.com>

ERP Platform: <https://zaroorijini.com>

Contact Person: Rivant

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