Terms and Conditions

India Wins is operated by Tarazzi Enterprises. Effective 6 November 2026. These terms cover use of indiawins.co.in and any India Wins customer app, and purchases from the shop.

1. About India Wins and these terms

India Wins is a privately operated ecommerce brand of Tarazzi Enterprises, Bengaluru, Karnataka, India. By placing an order, you agree to the terms in force at that time.

Also read the Privacy Policy, the Shipping and Delivery Policy, and the Cancellation and Refund Policy. Nothing here removes a right that Indian consumer law does not allow a seller to exclude.

2. Products and defence eligibility

India Wins sells defence-themed gifts, memorabilia, accessories, and related products. Some products may be supplied only to eligible serving or retired defence personnel, or to other authorised persons. Where a product has that limit, the product page says so.

The shop may contact you to confirm eligibility before dispatch. A restricted order may be held or cancelled if eligibility cannot be confirmed or the information is materially misleading. If a paid order is cancelled for that reason, the amount collected for the cancelled items is refunded.

India Wins is an independent commercial retailer. Product designs and references to the defence services are not an official endorsement by the Government of India or the Indian Armed Forces.

3. Descriptions and availability

The shop takes reasonable care with images, descriptions, features, sizes, prices, and availability. Colour and finish can vary slightly with a screen or a manufacturing batch. A material difference, a defect, or a wrong product remains covered by your rights as a consumer.

An item can become unavailable after an order is placed. If that happens, the shop

contacts you about that item and offers a refund, a substitution you agree to, or another resolution you both accept. Splitting an order into more than one shipment does not add a charge unless that charge was shown and accepted.

4. Orders and your details

You must give accurate contact and delivery details. Placing an order does not require an account. A reachable mobile number is required with the address. If account login is offered, it may use an email or SMS one-time password. Keep any account and your devices secure, and tell the shop if you suspect misuse.

An acknowledgement means the request was received. Fulfilling it still depends on payment, whether the PIN code can be served, stock, and any eligibility check. The shop may decline an order for a genuine stock, fraud, safety, legal, or verification reason, and will refund any paid item it cannot supply.

5. Prices, taxes, cash on delivery, and payment

Prices are in Indian Rupees. Applicable taxes, the delivery charge, any cash on delivery fee, and the final amount are shown before you confirm the order.

The methods offered are the ones on the checkout page. Those methods are UPI and, where checkout allows it, cash on delivery. UPI is processed by your bank or UPI app. India Wins staff will never ask for a card CVV, a UPI PIN, a payment OTP, or a banking password.

If a UPI payment fails but money leaves your account, the debit and any reversal are handled by the bank or UPI provider under their rules. Contact them, and tell India Wins the transaction details so the order and payment can be checked. India Wins is not responsible for a delay or error that is solely in those systems. Any funds the shop actually receives for an unsuccessful or unconfirmed order are reconciled and refunded where due. This does not limit rights under the law.

A promotional offer has the eligibility, duration, and exclusions shown with it. A genuine pricing error is corrected fairly. Charges that were not shown at checkout are not added afterwards.

Cash on delivery, where offered, has its own service fee. The fee is ₹60 when the goods total ₹2,000 or less, and ₹20 more for each further ₹1,000, or part of ₹1,000. The fee for your order is shown before you confirm it. The Shipping and Delivery Policy has the

worked examples.

6. Shipping and delivery

Shipping is available only to destinations shown as serviceable at checkout, or otherwise confirmed by the shop. Dispatch and delivery estimates, delivery charges, cash on delivery fees, tracking, and failed delivery are described in the Shipping and Delivery Policy.

Delivery can be delayed by courier capacity, holidays, weather, verification, custom work, or an incomplete address. An estimate is not a guaranteed delivery date.

7. Cancellations, returns, exchanges, and refunds

A prepaid or cash on delivery order cannot ordinarily be cancelled once the goods have left the Bengaluru dispatch office. If you no longer want a dispatched order, you may ask for an eligible return after delivery under the Cancellation and Refund Policy. That is different from cancelling an order that has not been dispatched.

For a change-of-mind return accepted after dispatch, you bear the original delivery charge, any packing cost that was shown separately and reasonably incurred, and the return shipping, where that was agreed and the law allows it. Those amounts may be deducted from a prepaid refund. Returned goods are inspected at India Wins before a return refund is approved. A product you have damaged, or sent back in a condition that is no longer saleable, may be declined as a change-of-mind return.

If India Wins cancels an order because the goods are unavailable or eligibility could not be confirmed, the amount received for the cancelled goods is refunded as required.

These limits do not exclude a remedy for a defective, transit-damaged, materially misdescribed, or wrongly supplied product. In those cases India Wins bears the reasonable cost of putting it right, subject to the law.

8. Acceptable use

Do not submit false identity information, impersonate eligible defence personnel, misuse an offer, attempt unauthorised access, make a fraudulent transaction, or interfere with the website or other customers.

The shop may take proportionate steps to prevent fraud, protect customers, and comply

with the law, including stopping a fraudulent order or account.

9. Intellectual property and other services

The design of the India Wins website, its original content, and its brand materials belong to their respective owners and may not be copied commercially without permission. Some products include third-party marks or service insignia and may have their own permissions or restrictions.

Payment, messaging, and delivery are provided by independent businesses. Their technical terms do not remove your rights as a consumer or the shop's duties as the seller.

10. Liability and consumer rights

India Wins is responsible for its lawful duties as a seller. These terms do not limit liability that the law does not allow a seller to exclude, including for defective goods, unfair trade practices, fraud, or statutory consumer remedies.

The website may not be available every moment. The shop will take reasonable steps to address a significant technical failure.

11. Updates, law, and disputes

These terms may be updated. A new effective date is published with the update. An update does not take away rights attached to an earlier valid order unless that is lawful and agreed.

Indian law governs these terms. Write to the shop first if something should be put right. You may also approach a consumer commission, court, or authority that has jurisdiction. Mention of Bengaluru does not remove a forum the law gives you.

Contact and grievance redressal

India Wins is operated by Tarazzi Enterprises.

Business address: 56/4, 1st Main, 1st Floor, above Apollo Pharmacy, near Santhi Nagar Bus Depot, Sudhama Nagar, Lal Bagh, Bengaluru, Karnataka 560027, India.

Customer support and grievance email: drraopoma@gmail.com. Telephone: +91

9392814153 / +91 9736321919. Website: https://indiawins.co.in.

Designated Grievance Officer: Dr. Daggupati Rama Rao, business operator and grievance officer.

Consumer complaints are acknowledged within 48 hours of receipt and addressed within one month. The same email and phone numbers are used for support and grievances.