

Horticultural Producers' Cooperative Marketing and Processing Society Ltd. (HOPCOMS)

Cancellation, Return, Replacement and Refund Policy – HOPCOMS

About HOPCOMS

The organization was established in 1959 as the Grape Growers' Cooperative Society as a result of the farsighted vision of the late Dr. M. H. Marigowda, who was regarded as the pioneer of horticulture and was serving as the Director of Horticulture in Karnataka at that time. The main objective was to provide grape growers with a proper marketing system.

From 1965 onwards, the organization expanded its activities by commencing the trade of other fruits and vegetables. Since 1986–87, it has been functioning under the name "Horticultural Producers' Cooperative Marketing and Processing Society Ltd. (HOPCOMS)."

The organization was established with the objective of creating an alternative marketing system to prevent the exploitation of growers and consumers by middlemen, especially at a time when there was no organized marketing system for horticultural products in the state. Working successfully towards its goals and objectives, the institution has earned recognition at the international level for its unique model of operation in the fruits and vegetable trade.

At present, following the establishment of the Horticulture Federation, the operational jurisdiction of the organization has been limited to five districts: Bengaluru Urban, Bengaluru Rural, Kolar, Ramanagara, and Chikkaballapur.

1. Cancellation Policy

- Orders placed through the HOPCOMS website or eCommerce portal may be cancelled only before the order is processed for dispatch.
- Once the order has been packed, shipped, or marked for delivery, cancellation requests may not be accepted.
- HOPCOMS reserves the right to cancel any order due to:
 - Product unavailability
 - Pricing or technical errors
 - Suspected fraudulent transactions
 - Operational limitations
 - Unforeseen circumstances

- In case of cancellation initiated by HOPCOMS after successful payment, the applicable refund amount shall be processed to the original payment method.
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2. Return Policy

- Due to the perishable nature of fruits, vegetables, and horticultural products, returns are generally not accepted once the products are delivered.
 - However, return requests may be considered under the following conditions:
 - Wrong product delivered
 - Damaged or spoiled products received
 - Missing items in the order
 - Poor quality or contaminated products
 - Customers must report such issues within 24 hours from the time of delivery along with supporting photographs and order details.
 - HOPCOMS reserves the right to inspect and verify the complaint before approving any return request.
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3. Replacement Policy

- If products are found damaged, spoiled, rotten, contaminated, or not matching the ordered items, HOPCOMS may provide a replacement subject to verification.
 - Replacement requests shall be considered only when:
 - The complaint is raised within 24 hours of delivery
 - Sufficient proof such as photographs or videos is provided
 - The product condition is verified by the HOPCOMS support team
 - Replacement products shall be delivered subject to stock availability.
 - Replacement shall be provided only in the form of products and not as cash compensation unless otherwise decided by HOPCOMS.
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4. Refund Policy

- Refunds shall be initiated in the following situations:
 - Successful payment but failed order processing

- Cancellation approved by HOPCOMS
 - Non-availability of ordered products
 - Approved return or replacement claims where replacement is not possible
 - Approved refunds shall generally be processed to the original payment method including Credit Card, Debit Card, UPI, Net Banking, Wallets, or other payment methods.
 - Refund processing timelines may vary depending on banking systems and payment gateway providers. Normally, refunds may take 5 to 7 working days or as per the policies of the respective financial institution.
 - Shipping, delivery, convenience, or handling charges, if applicable, may be non-refundable unless the issue is caused by HOPCOMS.
 - HOPCOMS shall not be responsible for delays caused by banks, payment gateways, or third-party financial service providers.
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5. Contact Information

For any cancellation, return, replacement, refund-related queries, complaints, or assistance, users may contact:

HOPCOMS

Horticultural Producers' Cooperative Marketing and Processing Society Ltd.
Dr. M. H. Marigowda Road, Lalbagh, Bengaluru – 560004

Email: hopcomssupp@gmail.com

Website: www.hopcoms.karnataka.gov.in

ECommerce Website: www.hopcomsbengaluru.com