

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

Terms and Conditions – HOPCOMS

Horticultural Producers' Cooperative Marketing and Processing Society Ltd. (HOPCOMS) is a Government-supported cooperative organization established in 1959 with the objective of providing an organized and efficient marketing system for horticultural products, including fruits and vegetables.

By accessing, browsing, registering, or using the HOPCOMS website, online portal, mobile application, or related services, users agree to comply with and be bound by the following Terms and Conditions. If you do not agree with these Terms and Conditions, please do not use the HOPCOMS portal or services.

1. General Terms

- HOPCOMS reserves the right to modify, suspend, discontinue, or update any part of the website, services, policies, pricing, products, or these Terms and Conditions at any time without prior notice.
 - The information provided on the HOPCOMS portal is intended for general informational and service purposes only.
 - Users agree to provide accurate, current, and complete information while placing orders or registering on the portal.
 - Any misuse of the portal, unauthorized access, fraudulent activity, or violation of applicable laws may result in suspension or termination of access to HOPCOMS services.
-

2. Product Availability and Pricing

- All products displayed on the HOPCOMS portal are subject to availability.
 - Prices displayed on the portal are quoted in Indian Rupees (INR).
 - HOPCOMS reserves the right to revise, update, or modify product prices, quantities, delivery charges, or product availability at any time without prior notice.
 - Product images displayed on the portal are for illustrative purposes only and actual products may vary slightly in appearance, size, or packaging.
-

3. Orders and Deliveries

- Orders placed through the HOPCOMS portal are subject to confirmation and acceptance.
 - HOPCOMS reserves the right to refuse, cancel, or limit any order at its sole discretion.
 - Delivery timelines are indicative and may vary depending on product availability, weather conditions, traffic conditions, operational limitations, or unforeseen circumstances.
 - Users are responsible for providing accurate delivery details including address, contact number, and landmark information.
-

4. Online Payment Policy

- HOPCOMS provides online payment facilities through authorized payment gateways and banking partners.
- By placing an order through the HOPCOMS portal, users authorize HOPCOMS to charge the selected payment method including Credit Card, Debit Card, UPI, Net Banking, Wallets, or other approved payment options for the applicable transaction amount.
- Users making online payments may be redirected to third-party payment gateway platforms. Such transactions shall be governed by the terms and conditions and privacy policies of the respective third-party payment gateway service providers.
- HOPCOMS shall not be responsible or liable for any failure, interruption, delay, decline, unauthorized transaction rejection, or non-processing of payment transactions arising due to:
 - Internet connectivity issues
 - Banking system failures
 - Payment gateway downtime
 - Technical errors or interruptions
 - Failure of customer banking systems
 - System maintenance activities
 - Circumstances beyond the reasonable control of HOPCOMS
- HOPCOMS shall not be liable for any direct, indirect, incidental, or consequential damages arising out of payment transaction failures, declines, or authorization issues.

- Users are responsible for ensuring that payment details provided are accurate and valid.
-

5. Refund and Replacement Policy

- Refunds, replacements, or cancellations shall be governed by the applicable HOPCOMS Refund and Replacement Policy published on the portal.
 - Refunds for failed or unsuccessful transactions, if applicable, shall generally be processed through the original payment method within the prescribed banking timelines.
 - HOPCOMS reserves the right to verify claims related to damaged, defective, incorrect, or missing products before approving refunds or replacements.
-

6. Privacy and Data Protection

- HOPCOMS respects user privacy and adopts reasonable measures to protect personal information collected through the portal.
 - User information collected may include name, contact number, email address, delivery address, and transaction-related information.
 - Personal information shall be used only for order processing, customer support, operational purposes, and legal compliance.
 - HOPCOMS does not sell or rent user personal information to third parties.
 - Users are advised to review the HOPCOMS Privacy Policy for detailed information regarding data collection, storage, and usage practices.
-

7. Intellectual Property

- All content available on the HOPCOMS portal including logos, trademarks, designs, graphics, text, images, software, and other materials are the property of HOPCOMS unless otherwise stated.
 - Unauthorized copying, reproduction, modification, distribution, or commercial use of portal content is prohibited without prior written permission from HOPCOMS.
-

8. Third-Party Links and Services

- The HOPCOMS portal may contain links to third-party websites or services for user convenience.

- HOPCOMS shall not be responsible for the content, security, privacy practices, or availability of such external websites or services.
-

9. Limitation of Liability

- HOPCOMS shall not be liable for any loss, damage, interruption, delay, or inconvenience arising from the use or inability to use the portal or services.
 - HOPCOMS does not guarantee uninterrupted or error-free operation of the portal.
 - Users access and use the portal at their own risk.
-

10. Governing Law and Jurisdiction

- These Terms and Conditions shall be governed and interpreted in accordance with the laws of India.
 - Any disputes arising out of or relating to the use of the HOPCOMS portal or services shall be subject to the jurisdiction of the competent courts in Bengaluru, Karnataka.
-

11. Contact Information

HOPCOMS

Horticultural Producers' Cooperative Marketing and Processing Society Ltd.

Dr. M. H. Marigowda Road, Lalbagh, Bengaluru – 560004

Email: hopcomssupp@gmail.com