

Prezinko

Policy Document

Terms & Conditions · Privacy Policy · Refund & Returns · Shipping & Delivery

Effective: March 2026 · Operated by Edacademi · Bengaluru, Karnataka, India

Website: www.prezinko.in

Email: hsr@prezinko.in

Phone: +91 98457 10650

Terms & Conditions

Governing your use of prezinko.in and all services offered by Edacademi

1 Introduction

Welcome to **Prezinko**, operated by **Edacademi** (registered in Karnataka, India). By accessing www.prezinko.in or placing an order with us, you agree to be bound by these Terms and Conditions in accordance with the Information Technology Act, 2000 and the Consumer Protection (E-Commerce) Rules, 2020.

These Terms apply to all visitors, users, and customers. By continuing to use our website, you confirm you have read, understood, and agree to be bound by these Terms.

2 Use of Website

You may use this website for lawful purposes only. You must not:

- Upload any content that infringes third-party intellectual property rights
- Attempt to gain unauthorised access to any part of the website or its systems
- Use automated tools, scrapers, or bots to extract data from this site
- Transmit any harmful, offensive, or illegal content via our platform
- Impersonate any person, entity, or Prezinko employee

Prezinko reserves the right to terminate access for any violation without notice.

3 User Accounts

You may be required to create an account to access certain features. You are responsible for maintaining the confidentiality of your login credentials and for all activity under your account. Notify us immediately at hsr@prezinko.in if you suspect any unauthorised use.

You must be at least 18 years of age to create an account or place an order on prezinko.in.

4 Orders & Customisation

All products are made-to-order. Once artwork is approved and production begins, changes or cancellations may not be possible. You are solely responsible for ensuring all uploaded files, artwork, and text are accurate.

Prezinko is not liable for mistakes in customer-supplied artwork. Always review your digital proof carefully before approving.

We reserve the right to refuse any order containing content that is offensive, defamatory, illegal under Indian law, or infringes third-party rights. In such cases, a full refund will be issued.

5 Pricing & Payment

5.1 Accepted Payment Methods

- UPI — Google Pay, PhonePe, Paytm, and all UPI-enabled apps
- Credit / Debit Cards — Visa, MasterCard, and RuPay

- Net Banking
- Cash on Delivery (COD) — where applicable and available at checkout

5.2 Pricing & Taxes

All prices are listed in Indian Rupees (INR). Prices may include or exclude GST — clearly indicated at checkout. GST invoices available on request. All customised orders are prepaid; COD is not available for made-to-order items.

5.3 Order Confirmation

Orders are confirmed only after successful payment. You will receive email and/or SMS confirmation. If you do not receive confirmation within 30 minutes, contact hsr@prezinko.in before placing a duplicate order.

5.4 Payment Security

All transactions are processed through PCI-DSS compliant payment gateways. Prezinko does not store card details, net banking credentials, or UPI PINs. We never ask for these via email, phone, or chat.

5.5 Fraud Prevention

Prezinko reserves the right to cancel and refund any order suspected of fraudulent activity. Repeated fraudulent activity may result in permanent account suspension.

6 Intellectual Property

All website content is the property of Prezinko / Edacademi and protected under Indian copyright law. You may not reproduce, distribute, or commercially exploit any content without prior written permission.

By uploading artwork or designs, you confirm ownership or proper licensing of that content, and grant Prezinko a limited licence to reproduce it solely for fulfilling your order.

7 Limitation of Liability

Prezinko's total liability for any order is limited to the value of that specific order. We are not liable for indirect, incidental, or consequential damages including loss of data, business, or profits.

8 Force Majeure

Prezinko shall not be held liable for delays arising from circumstances beyond our reasonable control — including natural disasters, government acts, strikes, supply chain disruptions, pandemic restrictions, or courier failures.

9 Changes to These Terms

Prezinko reserves the right to update these Terms at any time. Revised Terms will be published on this page with an updated effective date. Material changes will be communicated to registered users 14 days in advance.

10 Governing Law & Disputes

These Terms are governed by the laws of India. Any disputes shall be subject to the exclusive jurisdiction of the courts in **Bengaluru, Karnataka**. Both parties agree to attempt resolution through good-faith negotiation for 30 days before formal proceedings.

11 Legal Compliance & Grievance Officer

Prezinko / Edacademi operates in compliance with:

- Consumer Protection (E-Commerce) Rules, 2020

- Information Technology Act, 2000 and IT (Amendment) Act, 2008
- Digital Personal Data Protection Act, 2023 (DPDP Act)
- Goods and Services Tax (GST) regulations

Grievance Officer: Available via hsr@prezinko.in — complaints acknowledged within 48 hours and resolved within 30 days.

Registered Address: 1320, 24th Main Road, HSR Layout, Bengaluru – 560102, Karnataka, India.

To raise a grievance, email hsr@prezinko.in with subject line "Grievance — [Order ID]". We are committed to resolving all genuine grievances promptly and fairly.

Privacy Policy

How Prezinko collects, uses, and protects your personal data

1 Information We Collect

When you use our website or place an order, we may collect:

- Contact information: name, email address, and phone number
- Delivery address and billing details
- Payment reference information (we do not store full card details)
- Uploaded artwork, designs, and customisation content
- Anonymised browsing data, session information, and cookie identifiers
- Device and browser information for security and fraud prevention

2 How We Use Your Information

- To process, produce, and fulfil your orders and communicate order updates
- To send transactional communications — order confirmations, invoices, shipping notifications
- To respond to customer support enquiries
- To improve our website using anonymised analytics data
- With your consent, to send promotional communications
- To comply with applicable legal obligations and prevent fraud

You may unsubscribe from marketing emails at any time. Transactional emails cannot be opted out of as they are essential for order fulfilment.

3 Data Sharing

We do not sell, rent, or trade your personal data. We share data only where strictly necessary:

- With courier partners (name, address, phone) to deliver your order
- With payment gateways to securely process your payment
- With analytics providers (Google Analytics) using anonymised data only
- With legal or regulatory authorities when required by applicable law

4 Cookies

- Essential cookies — required to operate the website
- Analytics cookies — Google Analytics (anonymised usage patterns)
- Preference cookies — to remember your settings

You can manage cookies through your browser settings. Disabling essential cookies may impair checkout functionality.

5 Data Security

- SSL/TLS encryption for all data transmitted to our servers
- Role-based access controls — only authorised personnel access personal data
- PCI-DSS compliant payment gateway — full card details never stored
- Regular security reviews and vulnerability assessments

6 Data Retention

- Order and transaction records: 7 years (Indian tax and accounting law)
- Account data: until deletion request or 3 years of inactivity
- Marketing consent records: until consent is withdrawn
- Anonymised analytics data: retained indefinitely

7 Your Rights

Under the IT Act 2000 and DPDP Act 2023, you have the following rights:

- Right of access — obtain a copy of your personal data
- Right of correction — request correction of inaccurate data
- Right of erasure — request deletion (subject to legal retention requirements)
- Right to withdraw consent — for marketing communications at any time
- Right to nominate — nominate an individual to exercise rights on your behalf

To exercise any of these rights, email hsr@prezinko.in with subject "Data Rights Request". We will respond within 30 days as required under the DPDP Act, 2023.

8 Children's Privacy

Our services are not directed at individuals under 18. We do not knowingly collect personal data from minors. If you believe we have inadvertently done so, please contact us immediately.

9 Changes to This Policy

We may update this Privacy Policy from time to time. We will notify registered users of material changes by email and post the updated policy with a revised effective date.

Refund & Returns Policy

Our commitment to quality — replacement and refund terms for Prezinko orders

1 Overview

Since most Prezinko products are custom-printed to your exact specifications, we do not accept returns for change of mind. However, we will replace or issue a full refund for any product with a verified manufacturing defect or delivery error.

For eligible non-customised standard products, returns are accepted within **7–10 days of delivery**, provided items are unused, undamaged, and in original packaging with the original invoice.

Defect/error claims: raise within 48 hours of delivery with photographs and Order ID. Standard returns: initiate within 7–10 days of delivery. Email hsr@prezinko.in to begin either process.

2 When You Can Raise a Claim

A replacement or full refund will be issued if:

- The product has a visible manufacturing defect or print quality issue not caused by your artwork
- You received the wrong product, wrong size, or wrong quantity
- The product arrived physically damaged in transit
- The customisation is significantly different from your approved proof

3 Non-Returnable Items & Rejected Claims

The following categories cannot be returned under any circumstances:

- Customised or made-to-order products (printed with your artwork, name, or design)
- Perishable goods (food, flowers, fresh produce, etc.)
- Personal care or hygiene products once opened or used
- Digital products or downloadable content
- Gift cards or vouchers once redeemed

Additionally, claims will not be accepted for:

- Errors in customer-supplied artwork (spelling mistakes, low-resolution files)
- Products where a digital proof was reviewed and approved before printing
- Change of mind after production has begun
- Minor colour variation (up to 10%) between screen display and print output
- Products that have been used, washed, or altered after delivery
- Claims raised more than 48 hours after delivery (for defect/damage claims)
- Returns initiated more than 10 days after delivery

4 Return Process

To raise a claim for a defective, damaged, or incorrect item:

- Step 1 — Contact customer support via hsr@prezinko.in or +91 98457 10650 (Mon–Sat, 10 AM–7 PM)

- Step 2 — Include your Order ID in the subject line and describe the issue clearly
- Step 3 — Attach clear photographs; for damage claims, provide an unedited unboxing video
- Step 4 — Once approved (within 2 business days), we will arrange pickup or provide return instructions
- Step 5 — Upon receipt and verification, your replacement or refund is processed within 3 business days

Claims for damaged items without an unboxing video may be declined. We strongly recommend recording your unboxing for all orders.

5 Refund Timelines

Once approved, Prezinko initiates the refund within **3 business days**:

Payment Method	Refund Method	Timeline
UPI / Net Banking	Original source account	5–7 business days
Credit / Debit Card	Original card	7–10 business days
PhonePe / Wallet	Original wallet	5–7 business days
Cash on Delivery (COD)	Bank transfer or store credit	7–10 business days

For COD orders, refunds are issued via NEFT/IMPS bank transfer or store credit. We cannot issue COD refunds in cash.

6 Cancellations

Orders can be cancelled **before dispatch** for a full refund. Once shipped, cancellation is not permitted.

- Before artwork approval: full refund within the standard timeline
- After artwork approval but before dispatch: partial refund at our discretion
- Once dispatched / in transit: not accepted
- COD orders cancelled before dispatch: no payment due; order will not be delivered

7 Exchanges

Exchanges are permitted only for:

- Sizing issues — wrong size compared to confirmed order
- Defective items — manufacturing defect verified by our team

All exchange requests are subject to product availability. If unavailable, a full refund will be offered. Exchanges for customised products are not available unless the error was ours.

8 Shipping Charges on Returns

Shipping charges are non-refundable unless the return is due to our error (wrong item, defect, or transit damage).

- Return due to our error: we arrange pickup at our cost and refund the full order value including original shipping
- Standard eligible return: original shipping charge is not refunded; return shipping borne by customer
- Free-shipping order returned for non-error reasons: a standard shipping fee may be deducted from the refund

Shipping & Delivery Policy

How Prezinko ships your orders across India — timelines, charges, and tracking

1 Overview

Prezinko ships all orders from **Bengaluru, Karnataka** via trusted courier partners including Delhivery, BlueDart, and DTDC. We currently ship across India only. Total delivery time = production time + transit time.

Production time begins from the date of artwork approval and payment confirmation — not from the date of order placement.

2 Production & Delivery Times

Product Type	Production	+ Transit
Stationery & Business Cards	2–4 business days	2–5 business days
Custom Printed Items (Mugs, Bags)	3–5 business days	2–5 business days
Labels & Packaging	4–6 business days	2–5 business days
Corporate Gift Sets / Kits	5–8 business days	2–5 business days
Bulk Orders (500+ units)	7–14 business days	As agreed

3 Shipping Charges

- Orders above Rs.3,000 — Free shipping to most zones across India
- Orders below Rs.3,000 — Rs.40–Rs.120 depending on weight and location
- Remote areas (North-East, J&K, Andaman & Nicobar) — Actual courier charges apply
- Bulk and corporate orders — Freight quoted separately

Exact shipping charges are calculated and displayed at checkout before payment.

4 Order Tracking

- Tracking number sent via email upon dispatch
- For orders above Rs.5,000, a WhatsApp dispatch update is also sent
- Estimated delivery date visible in your order confirmation email
- Track from the "My Orders" section of your account

5 Delivery Attempts & Failed Deliveries

Our courier partners will make up to 3 delivery attempts. If delivery fails:

- Package held at nearest courier hub for 5 business days
- Re-delivery charges will apply for a second delivery run
- If returned to Prezinko, we will contact you to arrange re-dispatch at your cost
- Unclaimed returned orders: cancelled; partial refund may be issued at our discretion

6 Damaged or Lost in Transit

- Report damaged deliveries within 48 hours of receipt with photographs and an unboxing video
- For lost shipments: contact us after the estimated delivery date has passed
- We will raise a claim with the courier and arrange a reprint or refund as appropriate

7 International Shipping

Prezinko currently ships within India only. International shipping is not available at this time. Please check back for future updates.