

## **Privacy Policy**

This Privacy Policy describes how **VRF3 Projects Private Limited** (“**Company**”, “**we**”, “**us**”, “**our**”) collects, uses, discloses and protects personal information when you access or use our website **www.vrf3.in** and related services (“**Platform**”).

E-commerce entities in India are required to provide clear information about returns, refunds, delivery, payment methods and other key terms to consumers and to honour consumer rights under the Consumer Protection Act, 2019 and Consumer Protection (E-Commerce) Rules, 2020. These frameworks also expect transparent disclosure of data-handling practices.

### **1. Information We Collect**

- **Information you provide**

When you create an account, place an order, request a quote, contact us or otherwise interact with the Platform, we may collect:

- name, address, email, phone number;
- billing and shipping details;
- account login details;
- communications, queries and feedback you submit.

- **Information collected automatically**

When you visit or use the Platform, certain information may be collected automatically, such as:

- IP address, browser type, device identifiers;
- pages visited, time and date of visits, referring website;
- approximate location based on your IP address.

This is standard practice on e-commerce websites for security, analytics and performance.

- **Payment information**

Payments are typically processed by third-party payment service providers. We do not store complete payment card details on our systems; limited transaction information may be retained for accounting and compliance purposes, consistent with industry practice and consumer protection guidance.

## **2. How We Use Information**

- to register and manage your account and orders;
- to process payments, deliver products and provide services;
- to respond to your queries, requests and complaints, in line with e-commerce grievance-redressal requirements;
- to improve our Platform, products and services (including analytics);
- to send transactional communications related to your orders, installations and service requests;
- to comply with legal obligations and protect our rights.

## **3. Cookies and Tracking Technologies**

We and our service providers may use cookies and similar technologies (such as pixels or tags) to:

- remember your preferences and login status;
- understand how you use the Platform and improve performance;
- measure effectiveness of content and features.

You can modify your browser settings to block or delete cookies; however, some features of the Platform may not function properly if cookies are disabled. Indian commentary on e-commerce regulation encourages transparent disclosure of such tracking practices to enable informed consumer choice.

#### **4. Sharing of Information**

We may share personal information with:

- logistics partners, installers and other vendors involved in fulfilling your orders or providing services (for example, delivery to or from our warehouse in Ahmedabad);
- payment service providers and banks for processing payments;
- professional advisers (such as auditors and legal counsel) for legitimate business purposes;
- government authorities or regulators where required by law or to respond to lawful requests;
- other third parties with your consent or as reasonably necessary to provide the services requested.

#### **5. Data Security and Retention**

- We use reasonable technical and organisational measures to protect personal information against unauthorised access, alteration, disclosure or destruction, in line with general good-practice expectations under Indian consumer and e-commerce law.
- We retain personal information for as long as necessary for the purposes described in this Policy and to comply with legal, accounting or reporting requirements.

#### **6. Your Choices**

- You may update certain account information directly through the “My Account” section of the Platform.

- You may contact us to request access, correction or deletion of your personal information, subject to applicable law and legitimate business needs.
- You may opt out of non-essential marketing communications by using the unsubscribe option where provided or by contacting us.

## **7. Third-Party Links**

The Platform may contain links to third-party websites or services. Their privacy practices are not controlled by us and are governed by their own policies. E-commerce commentary emphasises that platforms should clarify this separation to avoid misleading consumers.

## **8. Changes to this Policy**

We may update this Privacy Policy from time to time to reflect changes in law, regulatory guidance or our practices relating to e-commerce and data handling. Any changes will be effective upon posting on the Platform with an updated “Last updated” date. Continued use of the Platform after such changes constitutes your acceptance of the revised Policy.

## **9. Contact / Grievance Redressal**

For questions about this Policy or to raise any privacy-related concern, you may contact us using the grievance-redressal details set out in the “Grievance Redressal / Contact” section below.

## **Shipping & Delivery Policy**

This Shipping & Delivery Policy explains how we manage shipping, delivery timelines and related matters for orders placed through **www.vrf3.in**.

### **1. Serviceable Locations**

- We currently ship products to locations within India, subject to logistics feasibility and any restrictions notified at checkout.
- Availability of delivery to your pincode/address will be indicated during the ordering process where possible, as envisaged by e-commerce disclosure norms.

### **2. Shipping Charges**

- Applicable shipping and handling charges, if any, will be displayed at checkout before you confirm your order, in line with requirements that key price components be clearly disclosed to consumers.

### **3. Delivery Timelines**

- Estimated delivery timelines may be shown on the product page or at checkout. These are indicative only and may vary based on product type, availability, destination, and other factors.
- We will make reasonable efforts to dispatch and deliver products within estimated timelines, consistent with obligations to avoid unfair trade practices in e-commerce.

### **4. Order Tracking**

- Where available, tracking details or status updates will be provided via email, SMS or your account on the Platform.

## **5. Delivery Attempts and Non-Delivery**

- If you are unavailable at the time of delivery, our logistics partners may attempt redelivery or contact you to reschedule, subject to their policies.
- If delivery fails due to incorrect or incomplete address or repeated inability to contact you, the order may be returned to origin, and additional charges may apply for re-delivery, which will be communicated to you.

## **6. Risk and Title**

- Risk of loss and title to the products generally pass to you upon delivery at the address specified in your order, consistent with standard e-commerce and sale-of-goods practice.

## **7. International Shipping**

- Unless expressly stated, we do not currently offer international shipping.

## **Warranty & Service Policy**

This Warranty & Service Policy describes the general approach to warranties and after-sales service for products and services purchased through **www.vrf3.in**, particularly in the context of solar and renewable energy solutions.

### **1. Manufacturer Warranties**

- Many products may carry manufacturer warranties as specified on the product page or in accompanying documentation. Such warranties are provided by the respective manufacturers and are subject to their terms and conditions.
- Claims under manufacturer warranties may need to be raised directly with the manufacturer or through us, as indicated in the relevant documents.

### **2. Company Warranties (if specified)**

- Where we expressly offer a warranty in our own name (for example, on installation quality or project workmanship), the scope, duration and exclusions of such warranty will be set out:
  - on the relevant product or service description; and/or
  - in the applicable work order, proposal or separate agreement between you and us.

### **3. Exclusions**

Unless otherwise agreed in writing, warranties do not typically cover:

- damage due to misuse, negligence, unauthorised modifications, or improper installation by third parties;
- damage due to force majeure events (for example, natural disasters) or external factors beyond design assumptions;

- normal wear and tear or cosmetic damage that does not affect performance.

Indian product-liability analysis recognises that such exclusions may be reasonable provided they are transparently communicated and do not attempt to exclude non-waivable statutory consumer rights.

#### **4. Service Requests**

- For service, maintenance or warranty claims, you can contact us using the details provided in the Grievance Redressal / Contact section. We may seek details such as proof of purchase, photographs, site conditions and prior service history.
- Where on-site visits are required, service fees, spare part charges or other costs (if any) will be communicated in advance, taking into account the distinction between warranty and non-warranty work recognised in practice.

#### **5. Interaction with Statutory Rights**

- Nothing in this Policy is intended to exclude or limit any rights you may have under the Consumer Protection Act, 2019, including in relation to defective products and deficiency of services.

## **Disclaimer**

The information on **www.vrf3.in**, including text, images, diagrams, technical specifications, performance data and illustrative savings or output projections, is provided for general information purposes only.

- While reasonable efforts are made to ensure accuracy, technical information is subject to change, and actual performance of solar and renewable energy systems depends on site-specific factors such as location, shading, installation quality and maintenance.
- Nothing on the Platform constitutes engineering, design, financial, tax or investment advice. Any decisions regarding system design, financing or deployment should be taken after obtaining appropriate professional advice.
- To the fullest extent permitted by law, we disclaim liability for any loss or damage arising from reliance on information or tools made available on the Platform, consistent with the limitations of liability set out in our Terms & Conditions.

## **Grievance Redressal / Contact Details**

### **1. Grievance Officer / Contact Person**

You may address any questions, concerns or grievances relating to the Platform, including returns, refunds, delivery, warranties, and data protection, to the designated contact person whose details are provided on the website (for example, under “Contact Us” or in the footer), including our warehouse address at Plot No. 447, Jhanu, Kubadthal, Daskroi, Ahmedabad, Gujarat.

### **2. Mode and Timelines of Response**

- Complaints or queries may be submitted by email, phone or post, using the details specified on the Platform.
- We will endeavour to:
  - acknowledge receipt of your grievance within a reasonable time; and
  - resolve or provide a substantive response within such period as is consistent with applicable consumer protection guidance and our internal policies.