



Terms & Conditions

Last Updated: August 2026

1. Introduction

Welcome to **Susneh Home Products** ("Susneh", "we", "our", or "us").

These Terms & Conditions govern your access to and use of the Susneh website, mobile application, and all related services, including shopping, hotel & homestay bookings, marketplace, delivery, advertisements, and partner services.

By accessing or using our services, you agree to comply with these Terms & Conditions.

2. Eligibility

To use our services, you must:

- Be at least 18 years of age, or use the services under the supervision of a parent or legal guardian where permitted.
 - Provide accurate and complete registration information.
 - Maintain the confidentiality of your account credentials.
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3. Our Services

Susneh provides various digital services, including but not limited to:

- Online Shopping
- Product Marketplace
- Hotel Booking
- Homestay Booking

- Delivery Services
- Seller Services
- Hotel & Homestay Partner Services
- Paid Advertisements
- Secure Online Payments

Additional services may be introduced from time to time.

4. User Accounts

Users are responsible for:

- Maintaining the security of their account.
- Keeping login credentials confidential.
- Updating account information when necessary.
- All activities performed using their account.

We reserve the right to suspend or terminate accounts that violate these Terms.

5. Orders & Bookings

All product orders and bookings are subject to:

- Availability
- Seller or Partner Confirmation
- Successful Payment (where applicable)
- Verification

Susneh reserves the right to cancel any order or booking due to technical issues, pricing errors, suspected fraud, or other legitimate operational reasons.

6. Payments

Payments may be accepted through:

- Razorpay
- Cash on Delivery (COD)
- PhonePe QR
- Bank QR
- Direct Bank Transfer

Payment availability may vary depending on the service or location.

7. Pricing

All prices displayed on the platform are subject to change without prior notice.

Applicable taxes, delivery charges, platform fees, and service charges may be added during checkout.

8. User Responsibilities

Users agree not to:

- Provide false information.
 - Use the platform for illegal activities.
 - Attempt unauthorized access to our systems.
 - Upload harmful, offensive, or misleading content.
 - Interfere with the normal operation of the platform.
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9. Seller & Partner Responsibilities

Sellers, Hotels, Homestays, and Delivery Partners must:

- Provide accurate information.

- Maintain service quality.
 - Comply with applicable laws.
 - Honour confirmed orders and bookings.
 - Maintain professional conduct.
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10. Intellectual Property

All trademarks, logos, graphics, text, software, and other content available on the Susneh platform are the property of Susneh Home Products or their respective owners.

No content may be copied, reproduced, distributed, or used without prior written permission.

11. Third-Party Services

Our platform may integrate with third-party services such as:

- Razorpay
- Google Maps
- Firebase
- WhatsApp
- Other trusted service providers

Use of these services is also subject to their respective terms and policies.

12. Limitation of Liability

Susneh Home Products acts as a technology platform connecting customers with independent sellers, hotels, homestays, delivery partners, and other service providers.

To the extent permitted by applicable law, we are not responsible for losses arising from the acts or omissions of independent third-party partners.

13. Suspension & Termination

We may suspend or terminate accounts that:

- Violate these Terms.
 - Engage in fraudulent activities.
 - Misuse the platform.
 - Harm other users or partners.
 - Violate applicable laws.
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14. Changes to These Terms

We may revise these Terms & Conditions from time to time.

The updated version will be published on our website and mobile application.

Continued use of our services after changes become effective constitutes acceptance of the revised Terms.

15. Governing Law

These Terms & Conditions shall be governed by the laws of India.

Any disputes shall be subject to the jurisdiction of the competent courts in Maharashtra, India, unless otherwise required by applicable law.

16. Contact Us

Susneh Home Products

Website:

<https://www.susnehhomestay.com>

Email:

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Customer Care:

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