



PROKRISP

# WEBSITE POLICIES & CUSTOMER INFORMATION

**Go beyond the ordinary.**

Website: **prokrisp.com**

Effective date: **27 October 2026**

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## Business details

|                                    |                                                                                                                                           |
|------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------|
| Business name:                     | ProKrisp India (sole proprietorship)                                                                                                      |
| Proprietor:                        | Heerranj Gupta                                                                                                                            |
| Business address:                  | 6th Floor, Office No. 601-95, Bricklane Complex, Mental Hospital Road, Opposite Ratri Bazar, Karelibaug, Vadodara, Gujarat 390018, India. |
| Customer support:                  | <a href="mailto:hello@prokrisp.com">hello@prokrisp.com</a>   +91 92208 88136                                                              |
| Website:                           | prokrisp.com                                                                                                                              |
| GSTIN:                             | 24FASPG8815G1ZD                                                                                                                           |
| Manufactured and marketed by:      | ALISHA SNACKS PRIVATE LIMITED.                                                                                                            |
| Manufacturer GSTIN:                | 24AAQCA4128G1ZR                                                                                                                           |
| Manufacturer FSSAI licence number: | 10019021004224                                                                                                                            |
| Products:                          | ProKrisp Masala Crunch and ProKrisp Cheese & Herbs, in 50 g and 100 g packs, subject to current availability.                             |
| Shelf life:                        | 6 months unopened. Once opened, consume within 7 days and store in a cool, dry place. Follow the actual package label if it differs.      |

## 1. Terms & Conditions

### 1.1 About these terms

These Terms & Conditions govern access to and purchases made through prokrisp.com and any ordering channel operated directly by ProKrisp India. In these terms, "ProKrisp", "we", "us" and "our" refer to ProKrisp India, a sole proprietorship owned by Heerranj Gupta. "Customer", "you" and "your" refer to a person using the website or placing an order.

### 1.2 Acceptance and eligibility

By using the website or placing an order, you agree to these terms and the policies linked on the website. Purchases are intended for people aged 16 or older. Anyone under 18 should make purchases with the involvement and permission of a parent or legal guardian. We may decline an order where legally permitted.

### 1.3 Products and availability

We aim to display accurate descriptions, pack sizes, prices, ingredients and product photographs. Packaging and appearance may change over time. Product availability is not guaranteed until an order is accepted. Read the label on the pack for the definitive ingredient, allergen, nutrition, batch, date and storage information.

### 1.4 Orders and acceptance

An order is a request to purchase. An order confirmation or payment receipt does not prevent us from contacting you to resolve a pricing, stock, payment or fulfilment error. If we cannot fulfil a paid order, we will contact you and arrange an appropriate refund or other resolution consistent with applicable law.

### 1.5 Prices and taxes

Prices, shipping charges, offers and applicable taxes will be shown or communicated before the customer completes the purchase, as applicable. The final amount displayed at checkout or confirmed in writing is the amount payable. We may correct obvious errors before fulfilment and will provide an appropriate option if a correction materially affects an order.

### 1.6 Customer information

You must provide accurate contact, payment and delivery details and keep them updated until delivery. ProKrisp is not responsible for delays caused by incorrect or incomplete information, but we will make reasonable efforts to help resolve delivery issues.

### 1.7 Payments

Online payments may be processed through Razorpay or another payment service provider made available at checkout. Orders placed through WhatsApp or another direct channel may be paid using the payment method and instructions communicated by ProKrisp, including UPI where offered. We do not accept Cash on Delivery at present. Do not send card PINs, passwords or OTPs to customer support.

## **1.8 Cancellations, returns and remedies**

Our standard policy does not provide change-of-mind cancellations or returns after an order is confirmed and paid. This does not exclude remedies that must be provided under applicable law. See the Returns, Replacements & Refunds Policy and Order Cancellation Policy for the complaint process.

## **1.9 Intellectual property**

The ProKrisp name, logos, original text, designs, photographs and other website materials are owned by or licensed to their respective rights holders. You may not copy, modify, distribute or commercially use them without prior permission, except where permitted by law.

## **1.10 Website use**

You must not misuse the website, interfere with its operation, submit fraudulent orders, attempt unauthorised access, or upload malicious code. We may restrict access where reasonably necessary and legally permitted.

## **1.11 Third-party services**

Couriers, payment gateways, analytics providers and other third parties may provide services used by the website. Their services may be subject to their own terms and privacy notices. ProKrisp remains responsible for obligations that applicable law places on it.

## **1.12 Liability and legal rights**

Nothing in these terms excludes or limits a consumer right, statutory remedy or liability that cannot lawfully be excluded or limited. Subject to that rule, we are not responsible for losses caused by circumstances outside our reasonable control, including courier disruptions, network outages or events beyond our control. This clause does not excuse our own obligations under applicable law.

## **1.13 Changes to these terms**

We may update these terms when our operations, services or legal obligations change. The current version will be posted on the website with its effective or updated date. Changes will not retrospectively remove rights that have already accrued.

## **1.14 Governing law and disputes**

These terms are governed by the laws of India. Disputes are subject to the jurisdiction of competent forums and authorities under applicable law. Nothing here prevents a consumer from approaching a consumer commission or other authority that has jurisdiction by law.

## 2. Privacy Policy

### 2.1 Who is responsible

ProKrisp India, operated by proprietor Heerranj Gupta, is responsible for personal information processed for its own website and direct-order operations, subject to applicable law. Contact: [hello@prokrisp.com](mailto:hello@prokrisp.com); +91 92208 88136.

### 2.2 Information we may collect

Depending on how you interact with us, we may collect your name, email address, phone number, billing or delivery address, order details, customer-service messages, payment status or transaction reference, marketing preferences, and technical information collected through cookies or analytics. We do not intend to collect more information than is reasonably needed for the stated purpose.

### 2.3 How we use information

We may use information to process and deliver orders; send order confirmations, dispatch notices and delivery updates; respond to questions or complaints; prevent fraud; maintain accounting and business records; improve the website; comply with legal obligations; and, where permitted and appropriately consented to, send promotional communications.

### 2.4 Payment processing

Payments may be handled by third-party payment providers. We generally receive payment status and transaction references needed to manage an order. The payment provider may process payment information under its own terms and privacy notice. Do not send payment credentials or OTPs to ProKrisp.

### 2.5 Service providers and disclosures

We may share relevant information with delivery partners, payment gateways, website hosting providers, analytics or advertising providers, customer-support tools, professional advisers and public authorities where legally required. We do not authorise service providers to use customer information for purposes unrelated to their services except as permitted by law.

### 2.6 Marketing communications

We may offer order updates by email, WhatsApp or SMS. Promotional messages will be sent subject to applicable consent and messaging rules. You may opt out of promotional communications using the unsubscribe method provided or by contacting [hello@prokrisp.com](mailto:hello@prokrisp.com). Essential transactional messages may still be sent when needed to fulfil an order or meet legal obligations.

### 2.7 Retention and security

We retain information for as long as reasonably needed for the purposes described in this policy, including order fulfilment, customer service, legal compliance, dispute handling and accounting. We use reasonable safeguards appropriate to the information and risks, but no online transmission or storage method can be guaranteed completely secure.

## 2.8 Your choices and requests

Subject to applicable law, you may request access to, correction or deletion of personal information, withdraw consent where processing is based on consent, or raise a privacy complaint by emailing [hello@prokrisp.com](mailto:hello@prokrisp.com). We may need to verify your identity and may retain information where legally required or where a lawful ground applies.

## 2.9 Children and age

The website is intended for customers aged 16 or older. If you are under 18, involve a parent or legal guardian in purchases. If we learn that we have collected information in a manner that violates applicable child-data requirements, we will take steps required by law.

## 2.10 Cross-border processing

Some service providers may process information outside your state or country. Any such processing will be handled in accordance with applicable law and relevant service-provider safeguards.

## 2.11 Updates and contact

We may update this policy to reflect changes in law, technology or our practices. The latest version will be published on [prokrisp.com](http://prokrisp.com). Privacy questions may be sent to [hello@prokrisp.com](mailto:hello@prokrisp.com) or +91 92208 88136.

# 3. Shipping & Delivery Policy

## 3.1 Delivery coverage

ProKrisp aims to ship orders across India, subject to serviceability, product availability and courier coverage at the delivery PIN code.

## 3.2 Processing and dispatch

Orders are generally prepared for dispatch within 24 hours or longer where needed because of order volume, holidays, stock checks, payment verification or other operational circumstances. Dispatch time is not the same as delivery time.

## 3.3 Estimated delivery

The usual estimated delivery window is 3–7 business days after dispatch. This is an estimate, not a guaranteed delivery date. Remote locations, weather, public holidays, courier capacity, service disruptions or other events may cause delays.

## 3.4 Shipping charges

Shipping charges, if any, will be shown at checkout or communicated to the customer before an order is confirmed. The applicable charge is the one disclosed at the point of purchase.

### 3.5 Courier partners and tracking

Delivery is handled by third-party courier or logistics providers, which may change from time to time. Where available, we will share a tracking link or tracking details. Tracking information is provided by the logistics provider and may take time to update.

### 3.6 Delays, failed delivery and missing parcels

If an order is delayed, the tracking stops updating, a parcel is marked delivered but has not arrived, or delivery fails, contact [hello@prokrisp.com](mailto:hello@prokrisp.com) or +91 92208 88136 with the order number and tracking details. We will review the issue and coordinate with the delivery partner as appropriate.

### 3.7 Incorrect address or unavailable recipient

Please verify your delivery address and phone number before payment. Incorrect or incomplete details or repeated unavailability may result in delay or return-to-origin. Any additional shipping or reshipment charge, if applicable, will be communicated before it is charged.

### 3.8 Product condition on arrival

Please inspect the parcel and products promptly. If a product is damaged, spoiled, expired or incorrect, follow the Returns, Replacements & Refunds Policy. A reporting window is requested to help us investigate, but it does not remove rights that cannot lawfully be restricted.

## 4. Returns, Replacements & Refunds Policy

### 4.1 General policy

Because ProKrisp sells packaged food, we do not ordinarily accept returns for change of mind, taste preference, or an order placed by mistake after it has been confirmed and paid. This policy does not restrict any return, refund, replacement or other remedy required under applicable law.

### 4.2 Eligible complaints

Contact us if a product arrives damaged, spoiled, expired, incorrect, tampered with, or otherwise materially different from what was ordered. We will review the facts and provide an appropriate remedy under this policy and applicable law.

### 4.3 Reporting window

Please report an issue within 12 hours after delivery acceptance so that we can investigate promptly. Contact us as soon as possible if you discover a food-safety issue later. The 12-hour request is an operational reporting target and does not waive statutory consumer rights or legally required remedies.

### 4.4 How to report

Email [hello@prokrisp.com](mailto:hello@prokrisp.com) or call/WhatsApp +91 92208 88136. Include: (a) order number; (b) tracking number, if available; (c) photographs of the outer package, shipping label and affected product; (d) an unboxing or issue video, if available; and (e) a short explanation. Keep the product and packaging until

we advise otherwise. We may ask for reasonable additional information needed to verify the complaint.

#### **4.5 Verification and remedy**

We may review the order record, batch or date information, photographs, video and courier details. Where a complaint is verified, we will determine an appropriate remedy consistent with applicable law. If the product is available, we generally aim to send a replacement. If a replacement is unavailable, we may provide a refund or another legally permissible resolution. We will not deny a remedy that applicable law requires.

#### **4.6 Refunds**

Where a refund is due, it will generally be made to the original payment method or through another lawful method agreed with the customer. Processing time depends on the payment provider or bank; we will communicate the expected process when the refund is approved. Refunds are not automatically available for every complaint, but will be provided where required by law or agreed as the appropriate resolution.

#### **4.7 Return shipping and collection**

If a product must be returned or collected for a verified complaint, we will tell you how to proceed and clarify any applicable arrangements. Do not ship food products back without our instructions.

#### **4.8 Food-safety concern**

Do not consume a product that appears spoiled, tampered with, contaminated or otherwise unsafe. Preserve the package and batch details and contact us promptly. If a person has an urgent medical concern, seek appropriate medical assistance.

## **5. Order Cancellation Policy**

#### **5.1 Before ordering**

Please review the products, quantity, delivery address, contact details and total price before paying.

#### **5.2 After confirmation and payment**

Our standard operational policy does not allow customer-requested cancellation after an order has been confirmed and paid, because processing may begin promptly. However, this rule does not override cancellation or refund rights required by applicable law, or cases where ProKrisp cannot fulfil the order.

#### **5.3 Incorrect, duplicate or suspicious orders**

If you believe an order was placed in error, duplicated, or unauthorised, contact [hello@prokrisp.com](mailto:hello@prokrisp.com) or +91 92208 88136 immediately with the order reference. We will assess whether the order can be stopped and what remedy is appropriate.

## 5.4 Cancellation by ProKrisp

We may be unable to fulfil an order due to stock unavailability, a payment issue, an obvious listing error, serviceability limitations or other legitimate reasons. If we cancel a paid order, we will notify you and arrange an appropriate refund or resolution consistent with applicable law.

# 6. Payments & Promotions Policy

## 6.1 Payment methods

The payment methods available at checkout may include UPI, cards, net banking, wallets or other methods supported by the payment provider. Availability may change. Cash on Delivery is not accepted at present.

## 6.2 Website and direct orders

Website orders may be processed through Razorpay or another payment provider made available on the website. Orders arranged through WhatsApp or another direct channel must follow the payment instructions communicated by ProKrisp. Pay only to payment details verified through our official channels and keep your payment reference.

## 6.3 Failed or duplicate payments

If money is debited but an order confirmation is not received, contact us with the transaction reference and approximate time. We will check the payment status with the payment provider. Duplicate or failed transactions will be investigated and handled in accordance with the provider's process and applicable law.

## 6.4 Coupons and offers

Discounts, coupon codes, bundles, subscriptions and bulk-order terms are valid only as expressly stated on the website or in a written offer from ProKrisp. Offers may have eligibility conditions, minimum order values, validity dates, stock limits or exclusions. Unless explicitly stated, offers cannot be combined or exchanged for cash.

## 6.5 Bulk and subscription orders

Bulk orders and any subscription service, if offered, may have separate prices, quantities, delivery arrangements and terms. The terms disclosed at the time of purchase or agreed in writing will apply, subject to law.

## 6.6 Pricing errors and suspected fraud

We may investigate apparent payment fraud or material pricing errors and contact the customer before fulfilment. If an order cannot be fulfilled, an appropriate refund or other remedy will be provided where required.

## 7. Disclaimer

### 7.1 Product information

Product descriptions, photographs and nutritional information are provided for general product information. Read the actual package label for the product supplied, including ingredients, allergen declarations, nutrition, batch number, dates and storage instructions. If website information conflicts with the package or applicable law, contact us before consuming the product.

### 7.2 Nutrition and health

ProKrisp products are foods, not medicines. Website content is not medical advice and should not be relied upon to diagnose, treat, cure or prevent a disease. Individual dietary needs vary. Consult a qualified healthcare professional for advice specific to your circumstances.

### 7.3 Availability and website operation

We try to keep the website accurate and available, but errors, maintenance or interruptions may occur. We do not guarantee uninterrupted access or that every listing will always be available.

### 7.4 No unlawful exclusion

This disclaimer does not exclude any representation, warranty, consumer right or liability that cannot lawfully be excluded under applicable law.

## 8. Cookie & Tracking Notice

### 8.1 What technologies may be used

The website may use essential cookies or similar technologies for site operation, security, cart and checkout functions, preferences, performance measurement, analytics or advertising. The actual technologies used depend on the website configuration and integrations enabled.

### 8.2 Third-party technologies

If enabled, services such as Google Analytics, Meta advertising tools, embedded content, payment providers, email tools or customer-support tools may collect technical or usage information under their own policies.

### 8.3 Choices and consent

Where required, we will provide appropriate notice and obtain consent before using non-essential cookies or tracking technologies. You may be able to manage cookies through your browser settings or any consent tool provided on the website. Disabling essential cookies may affect checkout or site functions.

## 9. Grievance Redressal & Customer Support

### 9.1 Contact details

Customer support and grievance contact: ProKrisp India, 6th Floor, Office No. 601-95, Bricklane Complex, Mental Hospital Road, Opposite Ratri Bazar, Karelibaug, Vadodara, Gujarat 390018, India. Email: [hello@prokrisp.com](mailto:hello@prokrisp.com). Phone/WhatsApp: +91 92208 88136.

### 9.2 How to raise a complaint

Please provide your name, order number, contact details, a clear description of the issue and any relevant photographs, tracking details or transaction reference. Do not include passwords, OTPs or full payment-card credentials.

### 9.3 Acknowledgement and resolution target

Our customer-service target is to acknowledge complaints within 48 hours and aim to resolve them within 72 hours. Some issues may require additional investigation, courier responses or information from the customer. These targets do not replace any shorter or otherwise applicable statutory deadline.

### 9.4 Escalation

If your concern remains unresolved, reply to the existing complaint thread or write to [hello@prokrisp.com](mailto:hello@prokrisp.com) with "Grievance Escalation" in the subject line. You may also approach the relevant consumer authority or forum available under applicable law.

## 10. Food Safety, Storage & Product Information

### 10.1 Products and vegetarian status

ProKrisp currently offers ProKrisp Masala Crunch and ProKrisp Cheese & Herbs in 50 g and 100 g packs, subject to availability. ProKrisp products are vegetarian. Customers should check the label on each pack for the applicable vegetarian mark and complete product information.

### 10.2 Ingredients and allergens

Ingredients and allergen declarations can vary by product and formulation. The Cheese & Herbs pack lists a multigrain blend (oats, rice and corn), vegetable protein, cheese seasoning including milk solids and cheese powder, herbs, spices, natural flavour, rice bran oil, sea salt and natural flavour. Masala Crunch ingredients may differ. Always check the label on the pack for the complete ingredient list and allergen declarations.

### 10.3 Nutrition information

Approximate nutrition values for Cheese & Herbs per 50 g: energy 228 kcal; protein 15 g; total fat 8 g; saturated fat 2 g; carbohydrate 22 g; total sugar 2 g; dietary fibre 4 g; sodium 420 mg. These values apply to Cheese & Herbs only. Refer to the pack label for each flavour.

#### 10.4 Shelf life and storage

Unopened products have a shelf life of 6 months. Store in a cool, dry place. Once opened, consume within 7 days. Always follow the date, storage and handling instructions printed on the specific pack.

#### 10.5 Packaging, batch and date details

Check the package for batch/lot number, date marking, net quantity, manufacturer/marketer details, FSSAI licence information and other legally required declarations. Do not consume a pack that appears tampered with or is beyond its date marking.

#### 10.6 Manufacturer details

ProKrisp products are manufactured and marketed by ALISHA SNACKS PRIVATE LIMITED (GSTIN 24AAQCA4128G1ZR, FSSAI licence number 10019021004224).

#### 10.7 Reporting quality or safety issues

Please stop consuming a product that appears unsafe and report the issue promptly with the order number, pack photographs, batch details and an explanation. We will investigate and take action consistent with applicable food-safety and consumer-protection requirements.

## 11. Frequently Asked Questions

#### Where does ProKrisp deliver?

We aim to deliver across India, subject to PIN-code serviceability.

#### How long does delivery take?

The usual estimate is 3–7 business days after dispatch. Your tracking link provides the latest courier information.

#### When will my order be dispatched?

Orders are generally prepared for dispatch within 24 hours or longer depending on operational circumstances.

#### Can I pay cash on delivery?

No. Cash on Delivery is not currently accepted.

#### Can I cancel after paying?

Our standard policy does not allow customer-requested cancellation after confirmation and payment, subject to rights and remedies required by law. Contact support immediately if there is an error or suspected unauthorised order.

#### Can I return a packet because I changed my mind?

We do not ordinarily accept change-of-mind returns for packaged food. Contact us if the product is damaged, spoiled, expired, incorrect or otherwise eligible for a remedy.

**What if my product is damaged or expired?**

Contact [hello@prokrisp.com](mailto:hello@prokrisp.com) or +91 92208 88136 promptly, preferably within 12 hours of delivery acceptance, with your order number and photographs/video if available.

**How do I store ProKrisp?**

Store unopened packs in a cool, dry place. After opening, consume within 7 days and follow the pack instructions.

**How can I contact ProKrisp?**

Email [hello@prokrisp.com](mailto:hello@prokrisp.com) or call/WhatsApp +91 92208 88136.