

General Terms and Conditions (GTC)

Last updated: 23 July 2026

1. Scope of Application

These General Terms and Conditions ("GTC") govern the contractual relationship between **MAMMA VEDA, Inh. Dhingra** ("MAMMA VEDA", "we", "our", or "us") and any person or business ("Customer", "you", or "your") purchasing products or using services through our website.

By placing an order through our website, you agree to these GTC.

2. Company Information

MAMMA VEDA, Inh. Dhingra

CHE-438.655.909

Switzerland

Email: minnalkdhingra@trymammaveda.com

Website: <https://trymammaveda.com>

3. Products

MAMMA VEDA develops and sells food products, food ingredients, and related products.

Product descriptions, ingredients, nutritional information, images, and other content on our website are provided as accurately as possible. Minor variations in appearance, colour, packaging, or formulation that do not materially affect the product may occur.

Our products are intended to be consumed as foods or food ingredients only. They are not medicines and are not intended to diagnose, treat, cure, or prevent any disease.

4. Orders

All product presentations on this website constitute a non-binding invitation to place an order.

A purchase contract is concluded only when MAMMA VEDA accepts the order and sends an order confirmation by email.

We reserve the right to refuse or cancel orders at our reasonable discretion, including where products are unavailable, pricing errors have occurred, fraud is suspected, or legal requirements prevent fulfilment.

5. Prices

All prices are stated in Swiss Francs (CHF) unless otherwise indicated.

Shipping charges, customs duties, taxes, or other fees are shown separately during checkout where applicable.

MAMMA VEDA reserves the right to change prices at any time. Confirmed orders are not affected.

6. Payment

Payment must be completed before products are dispatched.

We accept the payment methods displayed during checkout.

Orders remain the property of MAMMA VEDA until full payment has been received.

7. Shipping and Delivery

Delivery times shown on the website are estimates only and are not guaranteed.

MAMMA VEDA is not responsible for delays caused by carriers, customs authorities, force majeure, or circumstances beyond our reasonable control.

Risk transfers to the customer upon delivery in accordance with applicable law.

8. Inspection of Goods

Customers should inspect products promptly upon delivery.

Any visible transport damage or incorrect deliveries should be reported within five (5) days of receipt together with supporting photographs where possible.

This does not affect any mandatory statutory rights.

9. Returns and Refunds

Due to food safety and hygiene requirements, food products cannot generally be returned once delivered unless they are defective, damaged during transport, or delivered incorrectly.

If you receive a defective or incorrect product, please contact us within five (5) days of delivery.

Where a valid claim exists, MAMMA VEDA may, at its discretion:

- replace the product;
 - provide a refund; or
 - offer another appropriate remedy.
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10. Product Storage and Use

Customers are responsible for storing products according to the instructions provided on the packaging.

MAMMA VEDA accepts no responsibility for deterioration caused by improper storage, misuse, or use contrary to the product instructions.

Customers are also responsible for reviewing ingredient information and determining whether a product is suitable for their dietary requirements, allergies, or sensitivities.

11. Intellectual Property

All content on this website, including text, photographs, graphics, videos, logos, product names, trademarks, packaging designs, and other materials, is owned by MAMMA VEDA, Inh. Dhingra or used under licence.

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

12. Limitation of Liability

To the extent permitted by applicable law, MAMMA VEDA shall not be liable for indirect, incidental, consequential, or special damages arising from the use of this website or our products.

Nothing in these GTC excludes liability for intent, gross negligence, or any liability that cannot legally be excluded under Swiss law.

13. Force Majeure

MAMMA VEDA shall not be liable for delays or failures resulting from events beyond its reasonable control, including but not limited to natural disasters, pandemics, governmental measures, strikes, supply chain disruptions, transport interruptions, cyber incidents, or other force majeure events.

14. Data Protection

Personal data is processed in accordance with our Privacy Policy and applicable Swiss and European data protection legislation.

15. Amendments

MAMMA VEDA reserves the right to amend these GTC at any time.

The version published on the website at the time an order is placed shall apply to that order.

16. Severability

Should any provision of these GTC be held invalid or unenforceable, the remaining provisions shall remain in full force and effect.

17. Applicable Law and Jurisdiction

These GTC shall be governed exclusively by Swiss law, excluding conflict of law provisions.

The place of jurisdiction shall be the competent courts of the Canton of Zurich, Switzerland, unless mandatory statutory provisions provide otherwise.