Terms of Use

Last updated: 23 October 2026

These Terms of Use (“Terms”) govern your access to blindspotstack.com and your use of blindspot services, including features available through participating online stores (“Services”). The Services are provided by blindspot, referred to as “blindspot”, “we”, “us” or “our”.

Please read these Terms before using the Services. By accepting these Terms, or using a Service after these Terms have been presented to you, you agree to be bound by them. You must be at least 18 years old and legally capable of entering into a binding agreement.

These Terms apply to individual website visitors and shoppers. Commercial use by stores is governed by a separate merchant agreement.

1 Our services

blindspot provides technology for checkout, customer verification, communications, reviews, referrals and other store features. Availability may vary by store.

Purchases are made directly from the relevant store. The store is responsible for its products, pricing, taxes, offers, order acceptance, delivery, cancellations, returns, refunds and warranties. Its purchase terms apply to your order.

blindspot is not the seller, a logistics provider or a lender. We do not hold, route or settle payments. Payments are handled by the store’s payment provider under its own terms, and blindspot does not collect payment credentials.

2 Your information and access

You agree to provide accurate and current information and use only contact details you are authorised to use. Please review order details and any prefilled information before submitting an order.

You are responsible for keeping your login credentials and verification codes confidential. Notify us promptly if you suspect unauthorised use. Verification confirms access to the contact details provided; it does not guarantee order acceptance or the availability of a payment method.

Where you choose to save details across participating stores, fresh verification is required before those details are displayed at another store. You may manage or withdraw this choice as described in our Privacy Policy.

3 Privacy and communications

By accepting these Terms, you acknowledge the information practices described in our Privacy Policy, including the use of cookies, personalised communications and features across participating stores. These activities remain subject to the permissions and choices described in that policy and applicable law. Where a specific consent is required, we will obtain it before carrying out the relevant activity.

You may receive communications relating to your orders, security or Services you request. Marketing communications are optional and may be stopped using the instructions provided or by contacting us.

Your DND and other applicable communication preferences remain unaffected.

4 Order verification

Stores may use blindspot to assess fraud and delivery risks and apply checkout rules automatically. These checks may result in additional verification, a request for prepayment or cash on delivery being unavailable. Cross-store risk information is used only with the permission described in our Privacy Policy.

Risk scores are estimates and may be inaccurate. You may request a human review of a blindspot risk check at privacy@blindspotstack.com and ask the store to review its order decision. We review the information, correct errors we identify and communicate the outcome to the store. Our merchant terms require stores to honour that outcome. Order acceptance and available payment methods remain subject to the store's applicable terms and the law.

5 Reviews and user content

You retain ownership of reviews, photographs and other content you submit. You grant blindspot a non-exclusive, royalty-free licence to host, reproduce, format and display that content wherever the relevant feature is available. This licence extends to the relevant store and our service providers solely to operate that feature. It does not authorise unrelated advertising use.

Content must reflect your own experience and be yours to share. You must not submit fake reviews, impersonate others, disclose another person's private information or publish unlawful, abusive or infringing material. Any incentive received for a review must be disclosed.

We may remove content that violates these Terms or applicable law. A negative opinion alone is not grounds for removal. You may contact us or the store to request correction or removal. The licence ends when the content is removed from our active Services, except for limited legal, security or backup retention described in our Privacy Policy. Copies independently made by others may remain outside our control.

6 Offers and referrals

Offers, discounts and rewards are provided by the relevant store unless stated otherwise. Participation is subject to the eligibility, expiry and redemption conditions displayed with the offer.

You must not manipulate promotions, create fraudulent accounts or make self-referrals where prohibited. Referrals must not involve spam, address-book uploads or another person's details without their permission. A referral does not automatically enrol its recipient in marketing.

7 Acceptable use and intellectual property

You may access the Services for lawful personal use. You must not access another person's information without authorisation, interfere with security or checkout functionality, introduce malicious software, scrape personal information, submit fraudulent orders or otherwise misuse the Services.

blindspot and its licensors retain ownership of the software, design, branding and other platform materials. You receive a limited, non-exclusive, non-transferable right to use the available Services in

accordance with these Terms. You may not copy, distribute or commercially exploit platform materials without permission, except as permitted by law.

8 Service availability and liability

We provide the Services with reasonable care and skill. We do not guarantee uninterrupted availability or that every feature, automated recommendation or AI-assisted output will be free from errors. Maintenance, network failures and changes to connected services may affect availability.

Third-party stores, payment providers and communication platforms operate under their own terms. We remain responsible for our own Services and legal obligations.

To the extent permitted by law, we are not liable for losses that were not reasonably foreseeable or for business losses arising from personal use of the Services. Nothing in these Terms excludes liability that cannot lawfully be excluded or limits your statutory consumer or privacy rights.

9 Suspension and discontinuation

You may stop using the Services at any time and request deletion or withdraw permissions under our Privacy Policy. Discontinuing use does not automatically cancel an order with a store or remove records that must lawfully be retained.

We may restrict access where reasonably necessary to address misuse, a security threat, a breach of these Terms or a legal requirement. Where practicable and lawful, we will explain the restriction and provide a route to raise a concern. Restrictions will be limited to what is reasonably necessary.

10 Changes to these Terms

We may revise these Terms from time to time as necessary. Updates take effect when published on this page, unless a later effective date is stated. Please review this page periodically. Your continued use of the Services after an update takes effect constitutes acceptance of the revised Terms, without a separate acceptance step, except where applicable law requires additional notice or consent.

Updates do not apply retrospectively or override your existing privacy choices or rights under applicable law.

11 Governing law

These Terms are governed by Indian law, subject to mandatory protections applicable to you. Disputes may be brought before courts with lawful jurisdiction. Your right to approach consumer commissions, regulators or other competent authorities remains unaffected.

If any provision is unenforceable, the remaining provisions continue to apply.

12 Contact and grievance redressal

For assistance with blindspot, contact info@blindspotstack.com. For product, delivery, cancellation or refund enquiries, please contact the store where you placed your order.

Complaints relating to the Services may be directed to:

Grievance Officer: Sagar Bhatt

Email: grievance@blindspotstack.com

Phone: +91 77384 57445

Address: The Leaf, Sector 85, Gurgaon, Haryana.

We aim to acknowledge complaints within 24 hours and resolve them within 15 days, or sooner where required by law.