

Simple Rules, Honest Service

These are the rules of Punjab Zone — for our Local Market store, Seva Kendra free help, phone recharge and Trading Markets. Short and clear, so every customer knows exactly what to expect from us, and what we ask from you.

1 · Our Promise

1. Our help is free. Punjab Zone never charges you a fee for any service — not today, not ever.
2. No hidden charges. If any official charge applies to your work, we tell you the full amount **before** your work starts.
3. Honest times. We tell you the real time your delivery or work will take — no false promises.
4. Respect both ways. We treat every customer with respect, and we ask the same from you.

2 · Local Market — Store Rules

1. Order from the Local Market store on punjabzone.com. We deliver in **Ludhiana** and the nearby areas shown on the store page.
2. Delivery time is **30-60 minutes**, during our hours — 9 AM–9 PM, 7 days.
3. Delivery is **FREE on orders above ₹200**. Below ₹200, delivery is ₹40. Pickup is always free.
4. Every delivery is confirmed with a **4-digit PIN**. The rider will ask for your PIN when your order reaches you. **Never share your PIN with anyone before your order is in your hands.** No PIN = no delivery — this protects you.
5. Please **check your order at delivery**, in front of the rider.
6. Wrong or damaged item? **Tell us the same day.** We will replace it or refund you, as per the shop's stock.
7. Pay honestly for what you receive — **cash on delivery, UPI or card**, as offered at checkout.
8. Prices and stock are as shown on the store page at the time you order.

3 · Seva Kendra — Free Help Rules

1. All Seva Kendra help is **100% FREE** — business websites, Aadhaar, PAN, passport, certificates, visa file help, bookings and more. We charge no help fee on any service.
2. **Official charges are yours.** Government/provider charges (passport office, UIDAI, transport department, airline/train fare and similar) are paid by you directly to the department/provider. We always tell you the amount **before** we start — no surprises.
3. Please give **true information and correct documents**. If the information is wrong, your application can be delayed or rejected — and that loss is the customer's.
4. Processing time depends on the **government department**, not on us. We will always tell you the expected time honestly.
5. **One request = one work.** For a second work, please send a second request. This keeps your work clear and easy to track.
6. Punjab Zone Seva Kendra is a **private help desk** — we help with forms, appointments, documents and online applications. We are not a government office.

4 · Phone Recharge — Rules

1. You pay **exactly the plan price** — a ₹299 plan costs ₹299. No fee, no extra charge, ever.
2. **Double-check the mobile number and the carrier** (Jio · Airtel · Vi · BSNL · Other) before you send. A recharge sent to the number you gave **cannot be taken back**.
3. You choose how it is done: **“Myself — online”** (you do it yourself) or **“Request it”** (our team does it for you).
4. **“Best plan for me”** means we pick the best plan for your use, and tell you before recharging.
5. If a recharge **fails from the operator's side**, your money comes back to you **in full**.

5 · Your Customer ID

1. Every Seva Kendra customer gets a **free Customer ID** — your first name + the last 4 digits of your phone number (like **HARMIAL-9409**).
2. **Quote your Customer ID** every time you call or send a request — your work is found faster.
3. Your ID **stays yours**. It never changes, however many services you use.

6 · Your Privacy

1. Your documents and phone number are used **only for your own work**.
2. Documents you upload can be seen **only by the Punjab Zone owner** — nobody else.
3. We **never sell** your number or your documents to anyone.

7 · Fair Use

1. Please place only **real orders and requests**. Fake orders waste the time of riders, shops and other customers.
2. Please be **respectful** with our team and riders — they will always be respectful with you.
3. If fake orders or requests repeat from a number, we may **refuse service** to that number.

8 · Trading Markets — Rules

1. Trading Markets is for **learning and information only** — calls and education, not financial advice.
2. Trading has **risk**. Prices go up and down, and money can be lost.
3. **Nobody can promise profit** — not us, not anyone. Anyone who promises you sure profit is not telling the truth.
4. **Kalshi is not available to residents of India**. Our trading content is education only.

9 · Rule Changes & Contact

1. These rules can change as our services grow. The **latest rule book is always on this page** — punjabzone.com/rules.html.
2. By using Punjab Zone services, you accept these simple rules.
3. Any question about these rules? Email us at **punjabzonehelp@gmail.com** — we reply **9 AM–9 PM, 7 days**.

Thank you for trusting Punjab Zone. Free help, honest prices, and your work done with care — that is our way. — Param, Punjab Zone, Ludhiana