



BUZNEAR™

SHIPPING POLICY

PLEASE NOTE THAT YOUR USE OF AND ACCESS TO OUR SERVICES (DEFINED BELOW) ARE SUBJECT TO THE FOLLOWING TERMS; IF YOU DO NOT AGREE TO ALL OF THE FOLLOWING, YOU MAY NOT USE OR ACCESS THE SERVICES IN ANY MANNER.

Effective date: 15th August 2023

Introduction:

These terms and conditions ("Agreement") govern the relationship between Buznear and the individual or entity seeking to sell inventory on Buznear platform operated by Sanspro Technologies Pvt. Ltd. by applying to list your store inventory on the Platform, you agree to comply with and be bound by these terms and conditions, as well as any other policies and guidelines established by the Platform.

1. Store Inventory Listing & Order Fulfillment

1.1 Once your store is approved, you will be granted access to the Platform's seller dashboard to manage your store listing, products, and related content.

1.2 You are responsible for ensuring the accuracy and completeness of the information provided on your inventory page, including product descriptions, images, prices, and other relevant details.

1.3 As a store owner in Buznear, you are responsible for promptly fulfilling and shipping orders placed by customers on the Buznear.

1.4 You agree to fulfill orders in accordance with the shipping and delivery times specified on your store page and as communicated to customers during the checkout process.

1.5 In the event of any delays or unforeseen circumstances affecting order fulfillment, you shall promptly notify us.

1.6 You are responsible for responding to the orders received initially whether to accept order not. If the vendor does not take any action on a new order within 24 hrs, the order will be auto cancelled, and money will be refunded to the customer.

2. Packaging and Quality

2.1 You shall ensure that all products are packaged securely and appropriately to prevent damage during transit. Buznear does not provide any packaging merchandise as of now. It is the Vendor's responsibility to ensure the safe and secure packaging of the goods for the delivery.

2.2 Products must meet the quality standards and descriptions provided on the Buznear. Any discrepancies between the product received by the customer and the product description may result in customer dissatisfaction and potential refunds.

3. Shipping and Tracking

3.1 Buznear may offer integrated shipping solutions or recommend third-party logistics providers to assist you in fulfilling orders efficiently. You have the option to choose your preferred shipping method, provided it aligns with the delivery times promised to customers.

4. Returns and Refunds

4.1 As a vendor on our e-commerce platform Buznear, you are responsible for adhering to our established refund and return policy.

4.2 You acknowledge that customers have the right to request refunds or returns in accordance with our policy, and you agree to comply with any approved refund or return requests.

4.3 Damaged or defective Items should be reported by the Buyer to the seller within a day after delivery.

4.4 You must clearly outline the specific conditions under which customers are eligible for refunds or returns within your product listings.

4.5 If the reason for the return is due to your error (e.g., incorrect item shipped), you are responsible for covering the return shipping costs (delivery charges).

4.6 You shall comply with the Platform's return and refund policies, as communicated to you. This includes accepting returns for eligible products and return item delivery charges will be debited from your Buznear vendor settlement account within the stipulated time frame.

4.7 If you do not take any action on return items requested by the Buyer within 24 Hrs, Buznear reserves right to refund customer money and item will stay with the Buyer.

4.8 You agree to handle customer inquiries, returns, and refund requests in a timely and professional manner. Failure to do so may result in penalties or the suspension of your store listing.

4.9 We reserve the right to request the return of the damaged or defective product before issuing a replacement or refund.

5. Customer Communication

5.1 Effective communication with customers is essential. Although Buznear provides enough information to the customer regarding their orders on the portal, you agree to respond promptly to the customer inquiries related to order status, shipping, and product details if the customer reaches out over the phone or an email.

5.2 You shall provide accurate and helpful information to customers regarding product specifications, are instructions, and any relevant policies.

6. Customer Data and Privacy

6.1 In the course of fulfilling orders, you may have access to customer personal information. You shall handle customer data in compliance with applicable privacy laws and the Buznear's Privacy Policy.

6.2 You agree not to use customer data for any purpose other than order fulfillment and customer communication related to the order.

7. Compliance with Laws

7.1 You shall comply with all applicable laws, regulations, and government norms related to order fulfillment, shipping, and product quality, including but not limited to consumer protection laws and labeling requirements.

8. Liability

8.1 You acknowledge that you are solely responsible for the fulfillment of orders and the quality of products sold on the Buznear from your store. The Buznear shall not be liable for any issues arising from the fulfillment process, including shipping delays, product defects, or customer dissatisfaction.

9. Termination

9.1 The Buznear reserves the right to suspend or terminate your store listing or seller ability if you consistently fail to fulfill orders in accordance with these terms and conditions or if you violate any applicable laws, regulations, or Platform policies.

10. Customer Reviews

10.1 Customers may leave reviews and ratings for products purchased from your store. You agree to monitor and respond to customer reviews in a timely and professional manner.

10.2 You shall not attempt to manipulate customer reviews by incentivizing customers to leave positive reviews or by leaving negative reviews for competitors.

11. Changes to Terms and Conditions:

11.1 The Buznear reserves the right to modify these terms and conditions at any time. You shall be notified of any changes to these terms and conditions, and your continued use of the Buznear application after such notification shall constitute your acceptance of the revised terms and conditions.

12. Prohibited Uses

You shall not engage in the sale/ purchase of prohibited and restricted Products under all applicable laws, rules, regulations and abide by geographical and state level restrictions. The banned list of Products/Services as published by the government, departments and regulators including those published under various acts (illustrated below) shall be complied at all times.

Illustrative list* of few legislations which have prohibitive and restrictive provisions, as amended from time to time and including rules and guidelines issued thereunder is as follows:

1. Wildlife Protection Act, 1972
2. Information Technology Act, 2000
3. Prize Chit and Money Circulation (Banning) Act, 1978
4. Arms Act, 1959

5. The Drugs (Control) Act, 1950
6. Narcotics, Drugs and Psychotropic Substances Act, 1985
7. Notification under DGFT
8. Copyright Act, 1957
9. Public Gambling Act, 1867
10. Unlawful Activities (Prevention) Act, 1967

* The list is only indicative and not exhaustive. Legislations and rules, regulations thereunder have provisions related to things that cannot be done prohibitions and restrictions. Restricted products/services are those that are legal to sell but need permissions or licenses and Prohibited products/services are those that you are just not allowed to sell.

12.1. You may not use Item Pictures or User-Generated Content in a way that is misleading, deceptive, offensive, or violates any laws or regulations.

12.2. You may not use Item Pictures or User-Generated Content in a manner that suggests endorsement, affiliation, or sponsorship by the App or its operators without explicit permission.

12.1 As a vendor on our platform, you agree to provide high-quality, clear, and accurate images of your products for listing on our Buznear.

12.2 All product images must be captured with a white screen background to enhance visibility and provide an accurate representation of the product's appearance.

12.3 Images should be professionally taken, well-lit, and properly focused to showcase the details of the product. Blurry, distorted, or low-quality images will not be accepted.

12.4 The use of filters, excessive editing, or any other enhancements that may misrepresent the product's appearance is prohibited.

12.5 You may not use Item Pictures or User-Generated Content in a way that is misleading, deceptive, offensive, or violates any laws or regulations.

12.6. You may not use Item Pictures or User-Generated Content in a manner that suggests endorsement, affiliation, or sponsorship by the App or its operators without explicit permission.

13. Damaged or Defective Products:

13.1 If a customer receives a damaged or defective product, you may be required to provide a replacement or issue a refund, as determined by our customer service team.

By continuing to fulfill orders on Buznear,

You acknowledge that you have read, understood, and agreed to these Fulfillment Terms and Conditions.