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Seller Agreement for "Nearby Shops" E-Commerce Platform

Legality of the Items for Sale

1. Seller Must not sell anything which is termed illegal by the State government or the Government of India. Example: Selling alcohol without a license, or drugs.
2. If Seller is found involved in any illegal activity. The platform reserves the right to suspend the seller's account and report the activity to the government.

Listing or Items

1. The listing of the items must be done properly and the seller must ensure that the correct information about the item is displayed to the customer.
2. The seller must keep the stock and item catalog up to date according to the actual stock and inventory of the items in the shop.
3. Failure to fulfill the Order due to wrong information about stock will be penalized for the seller.
4. Higher failure rate will lower the delivery rate. The platform reserves the right to suspend the accounts of sellers which has lower delivery rate.

Fulfillment of Orders

1. Seller must pack the orders before the delivery time. Delay in the delivery of the order due to seller failing to provide the order on time will be penalized for the seller.
2. Seller must mark the shop as closed if they are not available for fulfillment. Delay in the delivery or the failure of the delivery due to not marking the shop as closed will be penalized for the seller.
3. Seller will be held responsible for failure to fulfill the order due to in correct item listing or incorrect inventory update, incorrect pricing. And seller will be penalized for such failures.

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Cancellation Policy

1. Each item is assigned the cancellation policy by the platform. The seller must adhere to the cancellation policy of the platform.
2. For some items like restaurant food item the cancellation of the order is not permitted.
3. For some items example : grocery items the cancellation is permitted. In case the order is cancelled by the customer for such items the seller must accept the return of the items.
4. The items will be returned to the seller in its original condition. If the item is not returned in the original condition then seller can raise a dispute with the platform. The final decision of the dispute will be taken by the platform.
5. Seller will not bear the cost of delivery in case of cancellation of the order by the customer.

Return Policy

1. Each item is assigned the duration of return by the platform.
2. Some items are marked as non-returnable. For Example : Return is not allowed for : food item, or undergarments.
3. The Seller must accept the Return of items in the return duration according the return policy as decided by the platform.
4. The items will be returned in its original condition. If the item is not returned in the original condition then seller can raise a dispute with the platform. The final decision of the dispute will be taken by the platform.

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OFFICE NO. 402, 4TH FLOOR, SUPREME ICON, SAKAL NAGAR BANER ROAD, PUNE - 411008

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Customer Support and Dispute Resolution

1. The seller must ensure that the wrong item is not sent to the customer and no item must be missing or damaged.
2. In case the wrong item is sent to the customer, or an item is missing or damaged and the customer asks for redelivery or the items the seller must bear the cost of re-delivery and accept the return of the wrong or damaged item.
3. In case the wrong item is sent to the customer, or an item is missing or damaged. The customer can choose to return the full order including the correct items. The customer will be refunded fully and items will be returned to the seller. The cost of refund in this case will be borne by the seller.
4. In case the wrong item is sent to the customer or the item is damaged and the item is marked as non-returnable the customer will be refunded without the item being returned to the seller and the cost of refund will be borne by the seller.
5. In case of any other dispute between the seller and the customer. The final decision will be taken by the platform and seller must adhere to the decision of the platform.

Payouts and Settlement Policy

1. The earnings or the seller will be reflected into the seller wallet account immediately after the successful delivery of the order is made.
2. Seller can withdraw this amount into his bank account after a settlement period. This settlement period can be 3 days normally but sometimes it can extend due to bank holidays.