

# SELLER TERMS AND CONDITIONS AGREEMENT

**Last Updated:** 01-03-2026

**Effective Date:** 15-03-2026

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## 1. INTERPRETATION AND DEFINITIONS

### 1.1 Interpretation

In this Agreement, words beginning with capital letters carry specific meanings as defined below. These meanings apply consistently whether the terms appear in singular or plural form. The purpose of this section is to eliminate ambiguity and ensure clarity in interpretation throughout this Agreement.

### 1.2 Definitions

For the purposes of these Terms:

“Company” or “Orgimart” refers to (us) the Orgimart E-commerce Platform operating in India, including its website, systems, services, logistics integrations, and administrative infrastructure.

“Seller” or “You” refers to any individual, partnership, company, or legally recognized business entity that registers on the Platform for the purpose or with the intention of listing and selling products.

“Buyer” refers to any customer who purchases or visiting website with the intention to buy the products through the Platform.

“Service” refers to the Orgimart website, its digital infrastructure, mobile accessibility (if applicable), backend systems, and associated operational features.

“Order” refers to a confirmed purchase transaction initiated by a Buyer and accepted through the Platform either automatically or manually.

“Delivery Partner” refers to the authorized third-party logistics providers officially integrated and approved by Orgimart for the purpose of pickup, transit, and delivery of the ordered goods.

“Anonymous Buyer ID” refers to a system-generated identifier created to protect customer identity and ensure privacy-controlled transactions.

“Content” refers to all materials uploaded or published by the Seller on the Platform, including product descriptions, specifications, images, pricing, inventory data, and any related information.

“Registered data” refers to any data which is shared/registered/updated by the seller at the time of registration/ at any time during the usage of the platform.

## 2. ACKNOWLEDGMENT

By registering as a Seller on Orgimart, creating a Seller account, listing products, or fulfilling Orders, You expressly acknowledge that You have read, understood, and agreed to be legally bound by these Terms and Conditions.

Using the Platform directly or indirectly, one time or continuous, whatsoever manner constitutes a contractual agreement between You and Orgimart. If You disagree with any provision of these Terms, You must immediately discontinue the use of the Platform in the manner as instructed. Mere non using of platform doesn't constitute discontinuation or termination of agreement.

You represent and warrant that You are legally capable of entering into binding contracts under applicable Indian law, are at least eighteen (18) years of age, and comply with all tax, commercial, and regulatory requirements applicable to your business activities. Orgimart relies on these representations in granting You access to the Platform upon initial verification process.

### 3. SELLER REGISTRATION

To maintain a secure and compliant marketplace, Orgimart requires Sellers to undergo a structured registration and verification process. You must provide valid government-issued identification, GST registration details where applicable, accurate business address and contact information, and correct bank account details for settlement purposes.

All information submitted during registration must be true, complete, and current. Submission of inaccurate, misleading, or fraudulent documentation constitutes a material breach of this Agreement.

Orgimart reserves the right to conduct verification checks, request additional documentation, and approve or reject any Seller application at its sole discretion. Continued eligibility to sell on the Platform is subject to ongoing compliance with these Terms.

Any transaction/information to be made/shared, has been made/shared if it's done to the data given by the seller. Orgimart won't hold any responsibility if details are shared/transaction are made to the registered data. If any material details have been shared to registered data which later finds to be incorrect. Responsibility of the same should lie with seller.

### 4. USER ACCOUNT RESPONSIBILITY

As a registered Seller, You are solely responsible for maintaining the confidentiality of your login credentials and for all activities conducted through your Seller account. Any action performed under your account shall be deemed to have been authorized by You.

You must immediately notify Orgimart if You become aware of unauthorized access, suspected security breaches, or misuse of your account.

You agree not to create accounts using misleading identities, offensive business names, or names that infringe upon trademarks or intellectual property rights of third parties. Orgimart may suspend accounts that violate these principles without any prior notice/ opportunity of being heard to preserve marketplace integrity.

## 5. PRODUCT LISTING AND CONTENT

### 5.1 Seller Responsibility

As a Seller, You bear full responsibility for the products You list on the Platform. This includes ensuring that all product descriptions are accurate, transparent, and not misleading. The images used must fairly represent the product being sold and must not infringe upon any copyright, trademark, or proprietary rights.

You are responsible for ensuring that products are genuine, safe for consumer use, legally permissible under Indian law, and compliant with applicable regulatory standards. Pricing must be clearly stated and free from deceptive practices.

Orgimart functions as a facilitator and does not assume liability for the inherent quality, safety, or legality of products listed by Sellers.

### 5.2 Content Restrictions

You shall not upload, publish, or promote products that are illegal, deceptive, counterfeit, restricted, unsafe, or infringe upon intellectual property rights. Misleading claims, exaggerated promises, or deceptive advertising practices are strictly prohibited.

Orgimart reserves the right to review, modify, suspend, or remove any listing that violates these standards without prior notice in order to protect customer trust and platform credibility.

## 6. DATA PRIVACY AND CONFIDENTIALITY

Orgimart operates under a privacy-protected logistics model designed to safeguard customer information and prevent misuse of personal data.

### 6.1 Seller Access Includes Only

Sellers are granted access only to operational information necessary for order fulfilment. This includes Order ID, Package ID, quantity, Anonymous Buyer ID, and payment method. This limited access ensures efficient processing while maintaining customer confidentiality.

### 6.2 Seller Restricted From Accessing

Sellers shall not have access to Buyer personal information such as name, phone number, delivery address, email ID, pincode, or any other personally identifiable information.

If such information is inadvertently disclosed, the Seller must not store, copy, distribute, or use it for any purpose. If such information disclosed by Orgimart, the Seller must not store, copy, distribute, or use it for purpose other than agreed purpose. The Seller must refrain from directly contacting the Buyer and must permanently delete such information after order completion.

Violation of this privacy framework may result in immediate account termination and legal consequences under applicable Indian laws.

## 7. ORDER PROCESSING AND FULFILLMENT

Upon receiving an Order notification, the Seller is obligated to process and pack the product promptly and professionally. Packaging must not contain Buyer personal details and must include only system-generated identifiers (Anonymous Buyer ID).

Sellers are not permitted to independently generate shipping labels or dispatch orders outside the Orgimart logistics network unless if it's previously agreed by Orgimart & Seller. Shipping labels containing recipient details are generated exclusively at authorized logistics hubs to ensure data protection and operational control if no other way agreed upon.

Adherence to this structured workflow is mandatory and forms a core component of Orgimart's privacy-first marketplace model.

## 8. PACKAGING REQUIREMENTS

Sellers must ensure that packaging is secure, durable, and suitable for the nature of the product being shipped. Products must be protected against physical damage, leakage, or deterioration during transit.

The inclusion of marketing materials directing customers outside the Orgimart ecosystem is strictly prohibited. The Platform maintains a controlled transaction environment to ensure secure payments and prevent off-platform dealings.

Improper packaging leading to product damage may result in penalties, compensation adjustments, or performance review to Seller.

## 9. PAYMENTS AND SETTLEMENT

Orgimart processes Seller settlements on a weekly basis, subject to successful order completion. However, settlement eligibility arises only after the expiration of the 48-hour return window from delivery confirmation.

Orgimart may deduct applicable commissions, promotional charges, penalties, refund adjustments, or dispute-related deductions before releasing payment. The same deductions should be properly disclosed.

In cases of suspected fraud, policy violations, or compliance review, Orgimart reserves the right to temporarily withhold settlement amounts until investigation is completed.

All payments which are eligible to be transferred, shall be transferred to the Seller's registered bank account.

## 10. RETURNS AND REFUNDS

Buyers may initiate a return request within forty-eight (48) hours of delivery confirmation. If a return is approved, the product will be collected by the authorized Delivery Partner and returned to the Seller.

Upon successful return verification, the Buyer's refund will be processed and the Seller's settlement will be adjusted accordingly.

If no return request is initiated within the specified timeframe, the Order shall be deemed successfully completed and the Seller becomes eligible for settlement.

The return policy of forty-eight (48) hours window will not apply to products which is mentioned as "Non-returnable" either explicitly or implicitly based on the nature of the products.

If the product shelf life is less than a week, then the said return policy of forty-eight (48) hours will not apply.

## 11. PROHIBITED ACTIVITIES

Sellers are strictly prohibited from contacting Buyers directly outside official Orgimart communication channels. Redirecting transactions outside the Platform, manipulating reviews, generating fake orders, or misusing customer data for marketing purposes are serious violations of this Agreement.

Such conduct undermines marketplace trust and may result in immediate suspension or permanent termination.

Sellers can use the customer feedback data for marketing purpose after proper communication & approval from Orgimart.

## 12. INTELLECTUAL PROPERTY

All intellectual property rights relating to the Orgimart Platform, including its branding, software systems, design architecture, trademarks, and operational processes, remain the exclusive property of Orgimart.

Sellers are granted a limited, revocable license to use the Platform solely for legitimate selling activities. Unauthorized use or reproduction is strictly prohibited.

Sellers intellectual property like logo, brand name, trademark & etc, can be used by Orgimart for the purpose of promotion, marketing, growth, or any related activities.

## 13. INDEMNIFICATION

The Seller agrees to indemnify and hold harmless Orgimart from any claims, losses, damages, liabilities, or expenses arising from product defects, regulatory violations, intellectual property disputes, tax non-compliance, or any misconduct attributable to the Seller.

This obligation survives even after termination of the Seller account.

## 14. LIMITATION OF LIABILITY

Orgimart shall not be liable for indirect, incidental, consequential, or special damages, including loss of profits, business interruption, or reputational harm.

In any circumstance, Orgimart's total liability shall not exceed the settlement amount associated with the specific disputed Order.

## 15. TERMINATION

Orgimart reserves the right to suspend or permanently terminate a Seller account in cases of policy violations, fraud, repeated customer complaints, data misuse, or legal non-compliance.

Termination may occur without prior notice where necessary to protect platform integrity.

## 16. GOVERNING LAW AND JURISDICTION

These Terms shall be governed by and interpreted in accordance with the laws of India. Any disputes arising under this Agreement shall fall under the exclusive jurisdiction of the courts located in Chennai, Tamil Nadu.

## 17. SEVERABILITY

If any provision of these Terms is held to be invalid or unenforceable, the remaining provisions shall continue in full force and effect as if the invalid or unenforceable provision had never existed.

## 18. MODIFICATIONS

Orgimart reserves the right to amend these Terms at its discretion. Updated versions will be published on the Platform. Continued use of the Service after such publication constitutes acceptance of the revised Terms.

## 19. CONTACT INFORMATION

For Seller support, legal queries, or compliance matters, Sellers may contact Orgimart through the official email address, mobile no., and website provided on the Platform.