

Gharobaar Fee Schedule

Gharobaar has a simple and transparent fee structure for sellers/ Service Providers with no hidden charges. To sell your Product (s) or Service(s) on Gharobaar, you will pay referral fees, Payment Gateway Fees and Cancellation Charge (Wherever applicable.)

Referral fees*

Seller(s)/ Service Provider(s) have to pay a referral fee on each order placed by the buyer with regard to the item or Services listed by the Seller/Service Provider on Gharobaar Site.

For all products listed on the Gharobaar Site by the seller/Service Provider, a 10% percent of the total sales proceeds paid to the seller/Service Provider with regard to their product/Services, excluding the GST or any other applicable taxes paid to the Government Authorities (including the item price which may or may not include any shipping or gift-wrap charges charged by the seller) is deducted as a referral fee (The applicable GST shall be charged on such referral fee as actual).

Payment Gateway Fee**

Sellers/Service Providers have to pay a payment gateway fee for each successful transaction.

For each successful transaction for the purchase of the listed products by the Seller/Service Provider, Seller/Service Provider has to pay payment gateway charges, which along with the applicable GST will be charged extra as actual on each successful online transaction.

Cancellation charge***

For Sellers

Seller will be charged 100% of referral fee (if cancelled on or before Estimated Shipping date) /150% of referral fee (if cancelled after Estimated Shipping date) of the value of items in an order as a Cancellation Charge for the orders that are cancelled under the following scenarios:

1. Order is cancelled by seller for any reason other than buyer request. (Only cancellations requested by buyers through the Gharobaar website are considered buyer-requested cancellations and will be exempt from the Cancellation Charge.)
2. Order is cancelled by Gharobaar because the seller has not shipped and confirmed shipping of the order within 48 hours of Estimated Ship Date.

Seller will not be charged any cancellation charge for the orders that are cancelled under the following scenarios:

1. For the products that are on the “Made to Order” basis and the seller is unable to process the same due to unavailability of the ready Inventory or seller would not be able to fulfil the order in accordance with the defined shipping SLA’s, provided that seller has cancelled the order within 2 hours of the time order is placed by the buyer, nothing under this Agreement shall prevent or impair Gharobaar’s right to penalize you for your failure to update the inventory reflected on the platform as available and the order placed by the buyer is not fulfilled.

For Service Providers

Service Provider will be charged 100% of referral fee (if cancelled on or before the appointment date) / 150% of referral fee (if cancelled after Appointment date) of the value of services in an order as a Cancellation Charge for the orders that are cancelled under the following scenarios:

1. Order is cancelled by service provider for any reason other than buyer request. (Only cancellations requested by buyers through the Gharobaar website are considered buyer-requested cancellations and will be exempt from the Cancellation Charge.)
2. Order is cancelled by Gharobaar because the Service provider did not arrive or provided services with respect to the listed service on the appointment date.

* Please note that for the above-mentioned Referral fees, Gharobaar reserves the right to modify and amend Fee Structure for the sellers at any time by informing at an advance notice of minimum 15 days. This fee in the Gharobaar Fee Schedule, charged to the seller(s)/Service Provider(s) does not include any additional paid services availed by the seller(s)/Service Provider(s) through Gharobaar.

** Please note that the Payment Gateway Charges are subject to change by Gharobaar.

*** Please note that seller(s)/Service Provider(s) shall bear any Government Charges Levied for the Transaction, in case of any cancellation by the seller(s)/Service Provider(s). Also these cancellations and delays by the seller(s)/Service Provider(s) will affect the seller(s)/Service Provider(s) ratings in the Loyalty Programs.