

Dear Sellers,

For us to grow our platform and improve customers' loyalty and confidence in us we would require your support and therefore, we request you to please ensure that you are executing and fulfilling your orders within your defined SLA period.

Please take note that going forward, for all orders that have not been scheduled for pickup within the SLA defined by you, a penalty of Flat Rs.10/- per SKU per unit shall be applied for that particular order. ( For example, an order containing: Almond Kernel 200g – 2 units, will result in a penalty of Rs.20/- )

( Important Note: No penalty shall be charged if the pickup has been scheduled within the SLA but the courier partners have failed to pick up the consignment )