**Memorandum of Understanding Between**

**Sunyata Global Ventures (Service Provider)**

**&**

**Seller’s legal name [NAME]**

This Memorandum of Understanding is made on DATE b/w **Sunyata Global Ventures** and [NAME], having its registered office at Legal Address [ADDRESS]

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**Purpose of this MOU**

**Basic Overview:**

**Sunyata Global Ventures (Service Provider)** will provide remote assistance support to [NAME] and offers them to take the following services. The scopes of the services are given below.

|  |  |  |
| --- | --- | --- |
| S. No | Service | Remote Service Offered |
| 1. | **Suspended Account Reinstatement** | Preparation of draft appeal, filing & follow-up with Amazon |
| 2. | **Management of Seller Amazon Account** | Updating account information, Updating shipping rates, Managing Emails (with Amazon,  Customers),Managing Reports (Inventory, Payment, Sales, Orders), Managing A-to-Z claims & Negative Feedback, Managing Returns & Refunds, Manage FBA shipment, Providing Informatory Services, Adding new products, Creating Promotions |
| 3. | **Brand Store & A+ Listing** | Creating Seller Store front on Amazon and creating A+ Listing of their ASINs. |
| 4. | **Cataloguing** | Creating Listings on Amazon from the product details and images shared by the sellers |
| 5. | **Website Development** | Designing and developing customized, responsive websites to enhance online presence and drive user engagement |
| 6. | **Digital Marketing** | Providing SEO, PPC, social media management, and content marketing to boost visibility, generate leads, and drive sales across digital platforms. |

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**Account Credentials**

The Seller authorizes the Service Provider to manage the following accounts:

Amazon Account:

Store Name: [STORENAME]

Email: [EMAIL]

Password / User Permission: [PSWRD]

**Terms and Conditions:**The Seller agree with the Service Provider to take the following services:

**PRICING**

|  |  |
| --- | --- |
| **Service** | **Cost of Service** |
| [SERVICE] | INR [COST] / [DUR] |

**Remarks:** All services are excluding the applicable taxes (GST 18%)\*\*.

**Risk and Mitigation of Risk**

1. All the remote assistants will sign a Non-Disclosure agreement with Amazon Seller Services Private Ltd to ensure that the information handled by them is kept confidential
2. Passwords to login Amazon seller central will be kept confidential
3. Service Provider will sign a MoU with the sellers which will have a defined responsibility of the seller and Sunyata Global Ventures
4. Service Provider will mitigate to the maximum of the monthly commission it receives from the seller due to any loss suffered by the seller due to Service Provider’s negligence.
5. If Password is changed by seller in b/w service than it will be treated as account is activated and the work will be closed by SPN.
6. If Password / User Permission is changed by seller in b/w service than it will be treated as account is healthy and the work will be closed by SPN.
7. Amount is Non-refundable in b/w the service
8. If a/c goes under review than seller has to wait for 2 months and can’t ask for refund in that period of time.
9. Amazon SPN team would not be the arbitrator in case of disputes. Sellers would not get the benefit in case of no resolution and Service Provider would not be liable for the penalty.
10. Judiciary area will be Indore (M.P)\*\*.

**Registration – Sub account credentials:**

The seller has to create a sub account credential to Service Provider so that Service Provider can fulfil its activities as per the agreed terms and conditions

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**For**

**Sunyata Global Ventures**

**[NAME]**

**71, Scheme 103, Kesar Bagh Road,Indore(M.P)  
www.sunyataglobal.in  
(Service Provider)**

**(Seller)**