VENDOR PARTNERSHIP & MARKETPLACE SERVICES AGREEMENT

This Vendor Partnership & Marketplace Services Agreement ("Agreement") is executed on:

Effective Date: _____

BETWEEN

Platform Name: RambanKart

AND

Business Name: _____
Owner Name: _____
Phone Number: _____
Email Address: _____
Business Address: _____

(Hereinafter referred to as "Vendor")

The Platform and Vendor are collectively referred to as the "Parties".

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1. OBJECTIVE

This Agreement governs the Vendor's onboarding, verification, listing, operations, order fulfillment, settlement process, customer obligations, and continued participation on the Platform.

Vendor agrees to comply with all operational policies, applicable laws, platform standards, and future updates.

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2. ONBOARDING & KYC VERIFICATION

Vendor shall complete onboarding and submit accurate information.

Required verification documents:

- Government Identity Proof
- PAN / Tax Registration (if applicable)
- Business Registration (if applicable)
- Store Front Photograph
- Store Selfie Verification
- Signed Vendor Agreement
- Additional compliance documents requested by Platform

Platform reserves the right to:

- Approve application
- Reject onboarding
- Request re-verification
- Suspend onboarding
- Conduct periodic audits

Submission of documents does not guarantee approval.

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3. BUSINESS OPERATIONS

Vendor shall:

- Maintain active business status
- Display accurate product information
- Maintain inventory availability
- Fulfill accepted orders
- Maintain pricing transparency
- Ensure customer satisfaction
- Follow packaging standards

Vendor is solely responsible for:

- Product legality
- Tax compliance
- Inventory management
- Store operations
- Customer obligations

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4. COMMERCIAL TERMS

Platform Commercial Model:

- Platform Commission: **10% per successful order**
- Taxes applicable separately
- Promotional participation optional unless agreed
- Refund adjustments may apply

Settlement Cycle:

Monthly

Platform reserves the right to revise commercial terms with prior notice.

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5. ORDER MANAGEMENT

Vendor agrees:

- Accept orders promptly
- Prepare within SLA
- Avoid unnecessary cancellations
- Coordinate with delivery partners
- Maintain fulfilment standards

Repeated operational failures may lead to penalties or suspension.

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6. CUSTOMER EXPERIENCE & SERVICE QUALITY

Vendor shall:

- Maintain professional conduct
- Resolve complaints
- Support refund investigations
- Maintain quality standards
- Avoid abusive conduct

Platform may monitor ratings and service performance.

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7. PLATFORM RIGHTS

Platform may:

- Display Vendor profile
- Promote store visibility
- Optimize search ranking
- Apply temporary restrictions
- Audit operations

Platform reserves editorial and operational control of marketplace presentation.

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8. PROHIBITED ACTIVITIES

Vendor shall not:

- Upload false documents
- Conduct fake orders
- Manipulate reviews
- Abuse promotional systems
- Mislead customers
- Use multiple unauthorized accounts
- Sell restricted or prohibited items

Violation may result in immediate termination or legal action.

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9. ACCOUNT SUSPENSION & TERMINATION

Platform may suspend or terminate access due to:

- Fraud
- Document discrepancies
- Excessive complaints
- Operational failures
- Compliance violations

Termination shall not remove outstanding financial obligations.

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10. DATA, PRIVACY & CONFIDENTIALITY

Vendor authorizes Platform to process operational data for:

- Order fulfilment
- Customer support

- Analytics
- Fraud prevention
- Platform improvement

Vendor shall maintain confidentiality of platform information.

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11. LIABILITY

Platform acts as a technology intermediary.

Vendor remains solely responsible for:

- Business activities
- Product quality
- Regulatory obligations
- Customer commitments

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12. DISPUTE RESOLUTION

Parties shall attempt amicable resolution before legal proceedings.

Jurisdiction and applicable law shall apply according to governing regulations.

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13. ACCEPTANCE

By signing below, Vendor confirms that all information submitted is true and agrees to comply with this Agreement.

Vendor Name: _____

Signature: _____

Date: _____

Platform Representative: _____

Signature: _____

Date: _____