

## **PROVEDA FRANCHISE TERMS AND CONDITIONS**

1. As per Direct Selling Rule, mandatory KYC documents (i.e GSTIN, Adhar Card, Rent Agreement Copy /Latest Electricity Bill, PAN, Bank Passbook/ Cancelled Cheque etc.) For opening a Franchise, mandatory documents should be uploaded online on Provedaindia website and all should be self-attested.

Proveda Franchise Terms and Condition should be read carefully and accept with OTP on Registered Number which validates that clauses mentioned on Terms and Condition accepted by Franchise Holder.

2. As per Direct Selling Rule, It is mandatory for all the Franchise to provide their email addresses along with the mobile number having what's App to register in the company records.

3. A Franchise is liable to be registered under GSTIN (**Goods and Services Tax Identification Number**) as per the Consumer Protection (Direct Selling) Rules, 2021.

4. It is mandatory for Franchise to obtain FSSAI License for small businesses in India who are involved in selling food products. Franchise can obtained the License/Registration online from the official website of FSSAI (FOSCOS) <https://foscoss.fssai.gov.in/>.

5. Criteria of FSSAI License/Registration:-

Turnover up to Rs. 12 Lacs per annum	Registration Rs. 100
Turnover up to Rs. 20 Crores per annum	State License Rs. 2,000
Turnover more than Rs. 20 Crores per annum	Central License Rs. 7,500

6. Franchise owners shall not share their login credentials with anyone & in case if they shared their details then they will be solely responsible for the misuse or fraudulent transaction occurred, if any.

7. In case if any of the products get tampered or Damage at the time of delivery then Franchise have to inform to the respective consignor within the 24 hours from the time of receiving the products. It is compulsory for all the Franchise to specific/discrepancy reasons on the POD & same should be signed by the Franchise.

8. Company will not charge any shipping & handling charges, if the Franchise place the minimum order of 10,000 B.V and for Hilly states it is 25,000 B.V. Otherwise Franchise can buy the products on to pay basis.

9. The offer product Purchase by the Distributor through their wallet from the Franchise, Franchise will be credited the wallet amount in their Franchise Scheme wallet ledger after the adjustment of margin depending upon the category of offer product.

10. If a Franchise interested to return or exchange the products directly to the Company then they have to prior inform the Company & share the details on the Company standard product return form with reason for return, copy of Invoice. The FMCG products will accept if return within one (1) month and any other category product will accept if return within Three (3) months from the date of purchase. The detail format should be email to [care@provedaindia.com](mailto:care@provedaindia.com) & after getting the final confirmation from the respective Depot/Warehouse, the Company will share the confirmation of product return to Depot/Warehouse.

11. Franchises have to maintain 60% of stock level as per the Company policy.

12. If any shoppe/mart interested to close their operation due to any reason and wants to settle their account with the company then they have to forward a request email for shoppe/mart closure from their registered email address with all the details. The company will settle their accounts within 30 days from the date of request email and the Company will refund the final amount after deduction of the branding/business support amount & 5% service charges from the final settlement amount.

13. As per the Consumer Protection (Direct Selling) Rules, 2021, an entity should not to be engaged in the business of Direct Selling that are declared 'Bankrupt' under Insolvency and Bankruptcy Code, 2016. A self-declaration as per the attached annexure is to be attached with application form duly signed.