



SRI RAM TILKUT BHANDAR

Since 1911 · Tekari Road, Gaya

Terms & Conditions for Resellers

Effective Date: 2 October 2026

1. Applicability

These Terms & Conditions apply to all resellers who purchase products through our website. By placing an order, the reseller agrees to be bound by these Terms & Conditions.

2. Reseller Eligibility (B2B Status)

To be treated as a reseller (Business-to-Business), the customer must meet **at least one** of the following conditions:

- **(a) Daily Pickups:** A minimum of 2 separate paid orders/pickups per business day; or
- **(b) Monthly Order Value:** A minimum purchase value of ₹20,000 per calendar month, excluding delivery charges.

For the purpose of calculating eligibility, only completed and paid orders shall be counted. Cancelled, refunded or unpaid orders shall not be counted.

If neither condition is met, the customer will be treated as a regular customer (Business-to-Consumer) and the normal price will apply.

Reseller eligibility and reseller pricing shall apply prospectively and shall not be claimed retrospectively for orders placed before the reseller was approved/registered.

3. Pricing

Resellers (B2B): Eligible and registered resellers are charged the applicable reseller price, which is lower than the normal price.

Other customers (B2C): All other customers are charged the normal price listed on the website.

The reseller is free to determine their own selling price to their customers, subject to applicable law. The reseller is an independent buyer/seller and is not an agent, employee, partner or representative of the Company unless separately agreed in writing.



4. Delivery Charges (If Delivered by Us)

If the order is delivered through our delivery service, the following charges apply:

Net Weight of Items (excluding packaging)	Delivery Charge
Up to 0.5 kg (500 gm)	₹160
Above 0.5 kg and up to 1.5 kg	₹240
Above 1.5 kg and up to 2 kg	₹320
Beyond 2 kg: each additional 0.5 kg or part thereof	+ ₹80

Delivery charges are calculated on the **net weight of the items only**, i.e. the weight of the products ordered, **excluding the weight of the packaging** (boxes, cartons, wrapping and other packing material).

Examples: If the net weight of the items is 1 kg and the gross weight (including packaging) is 1.5 kg, the delivery charge is calculated on the net weight of 1 kg, so the total courier charge will be **₹240**. If the net weight of the items is 1.8 kg, the delivery charge is **₹320**. If the net weight of the items is 2.3 kg, it is counted as 2.5 kg and the delivery charge is ₹320 + ₹80 = **₹400**.

Unless otherwise stated, delivery charges are calculated separately for each parcel dispatched.

The applicable taxes, if any, shall be charged in accordance with applicable law.

5. Self-Arranged Delivery

If the reseller arranges their own courier or pickup, no delivery charges shall be charged by us.

Where the reseller arranges its own courier or transport provider, the risk of loss or damage during transportation after the products have been handed over to such courier or transport provider shall be borne by the reseller, except where the loss or damage is caused by our own packing or dispatch error.

6. Total Payable Amount

The total amount payable shall be:

Product/Base Price + applicable Delivery Charges + applicable Taxes, if any.

7. Reseller Registration

To be registered as a reseller, the customer must provide the following details:

- Full name
- Shop or business name
- Phone number (and WhatsApp number, if different)
- Full address
- GST number, if applicable/available
- Any other details we reasonably ask for

Reseller pricing is available only to registered and approved resellers.

We may verify the information provided by the reseller before approving reseller status.

8. Eligibility Review

We may review each reseller's eligibility under Section 2 every month.



If a reseller no longer meets the applicable eligibility conditions, we may move the reseller to normal pricing for future orders. Orders already accepted and paid for at the reseller price shall not be retrospectively repriced solely because the reseller subsequently becomes ineligible.

9. Payment

Full payment for the order must be received **before the order is packed**.

We will pack and dispatch an order only after payment is complete and the order has been accepted for processing.

Where payment is received but we are unable to fulfil an accepted order for reasons attributable to us, the applicable amount paid for the unfulfilled order shall be refunded, subject to applicable law.

10. Order Processing & Dispatch Time

After full payment is received, we will pack and dispatch the order within **3 business days**, unless otherwise communicated at the time of ordering.

Dispatch means handing the packed order to our courier/transport provider or making it available for collection by the reseller or the reseller's nominated courier.

11. Delivery Delays

We are not responsible for delays caused solely by the courier, transport service, incorrect information supplied by the reseller, or events beyond our reasonable control.

This does not exclude responsibility for delays directly caused by our failure to dispatch the order within the committed processing period, subject to applicable law.

12. Incorrect Address or Phone Number

The reseller must provide a correct and complete delivery address and phone number.

We are not responsible for failed or delayed delivery caused by incorrect, incomplete or outdated details provided by the reseller.

Any additional delivery or re-delivery charges arising from such incorrect or incomplete information shall be borne by the reseller.

13. Damage or Loss in Transit

Where delivery is arranged by us, we will not be responsible for loss or damage caused solely by the courier or transport service after dispatch, subject to applicable law and the provisions relating to wrong, missing, defective or improperly packed products.

Where damage or loss is caused by our own improper packing, incorrect dispatch or other error attributable to us, the matter will be dealt with appropriately in accordance with Section 14 and applicable law.

Where the reseller arranges its own courier or transport provider, Section 5 shall apply.

14. Wrong, Missing, Damaged or Defective Item

If the reseller receives a wrong item, missing item, visibly damaged product or a product that appears defective upon delivery, the reseller must inform us within **24 hours of delivery**, wherever reasonably possible, and provide photographs and an unboxing video where available.

The reseller should preserve the packaging, labels, batch/lot details and the affected product until the claim has been reviewed.



If the mistake or defect is established to be attributable to us, we may, at our option and subject to applicable law:

- send the correct or missing item;
- replace the affected product; or
- provide an appropriate refund/credit.

For food-safety or product-quality complaints that could not reasonably be identified within 24 hours, the reseller should notify us as soon as reasonably possible after discovery and provide the relevant product, batch/lot and other available information.

This Section is an exception to Section 15.

15. No Returns or Replacements

All sales are final and, except as expressly provided in Section 14 or otherwise required by applicable law, we do not accept returns or provide replacements merely because the reseller or the reseller's customer changes their mind, is unable to sell the product, orders the wrong quantity, or does not require the product after purchase.

If the reseller wants to purchase the same or another item again, they must place a new order, which will be processed only after full payment is received.

16. No Cancellation

Once payment is received, the order cannot be cancelled by the reseller, except where we expressly agree otherwise in writing.

This does not affect any refund or other remedy that may be required where we are unable to fulfil an accepted order or where otherwise required by applicable law.

17. Product Shelf Life & Storage

Our products are food items.

The reseller must check the applicable date marking on the product packaging and store, handle and sell the products in accordance with the storage instructions and applicable requirements.

The product's applicable best-before/expiry/use-by date, as printed on the product packaging, shall govern the product's shelf-life information.

The reseller is responsible for proper storage and handling after delivery and must not sell or supply products where doing so is prohibited by applicable food-safety requirements or the applicable date marking.

The reseller must promptly inform us if it becomes aware of any product-quality or food-safety concern relating to our products.

18. GST & Invoice

Our GST number is **10ABAFS8545F1ZF**, if applicable.

Invoices, tax invoices, bills of supply, credit notes and other applicable tax documents shall be issued in accordance with applicable GST laws and regulations.

Where a tax invoice is legally required, it will be issued in accordance with the applicable requirements. Where applicable law permits a different document or does not require a tax invoice, the appropriate document may be issued instead.

The reseller should provide its correct GST details, where applicable, at the time of ordering to enable accurate invoicing.



19. Food Licence

Our FSSAI licence/registration number is **10415200000372**, as applicable.

The reseller shall comply with all food-safety, storage, handling, labelling, advertising and other legal requirements applicable to its own activities.

20. Right to Refuse Orders

We reserve the right to reject any order, suspend or stop supplying any reseller who:

- breaches these Terms & Conditions;
- provides false or misleading information;
- engages in unlawful or fraudulent activity;
- misuses our products, brand or intellectual property; or
- otherwise gives us reasonable grounds to discontinue the business relationship.

If payment has already been received for an order that we reject and the order cannot or will not be fulfilled, the applicable amount for the unfulfilled order shall be refunded, subject to applicable law.

21. Responsibility of the Reseller

The reseller is responsible for its own sales, pricing, customer service, storage and handling of products after delivery, and for representations or claims made by the reseller to its own customers.

The reseller shall not make any false, misleading, unauthorized medical, therapeutic, health or other claims concerning our products and shall comply with applicable laws and regulations relating to advertising and sale of food products.

The reseller shall not represent itself as our agent, employee, partner or authorized representative unless expressly authorized by us in writing.

22. Contact Us

For order help, call or WhatsApp us at **+91 9006766111**, or email **sriramtilkutbhandar@gmail.com**.

For complaints relating to damaged, missing, wrong, defective or food-safety-related products, the reseller should provide the order/invoice number and relevant product/batch details wherever available.

23. Changes to Terms

We reserve the right to change prices, delivery charges and these Terms & Conditions from time to time.

Changes shall apply only to orders placed after the updated terms have been published on the website, unless otherwise required by applicable law.

The Terms & Conditions applicable to an order shall be the version in effect when that order is placed/accepted.

24. Governing Law & Jurisdiction

These Terms & Conditions shall be governed by the laws of India.

Subject to applicable law, disputes arising out of or in connection with these Terms & Conditions shall be subject to the jurisdiction of the competent courts at **Gaya, Bihar**, provided that such courts have jurisdiction under applicable law.