

VENDOR ONBOARDING AGREEMENT

Last Updated: 08 September 2026

This Vendor Onboarding Agreement ("Agreement") is entered into between **Trendiostyle**, an e-commerce marketplace platform ("Platform", "Company", "we", "us", or "our"), and the vendor or seller registering on the platform ("Vendor", "Seller", "you", or "your").

By completing the vendor registration process and listing products on the Trendiostyle platform, the Vendor agrees to comply with and be bound by the terms of this Agreement, including all policies, guidelines, and operational procedures issued by Trendiostyle from time to time.

Purpose of the Agreement

The purpose of this Agreement is to establish the terms and conditions governing the Vendor's participation on the Trendiostyle marketplace platform. The platform enables vendors to list, promote, and sell products to customers through the Trendiostyle website, mobile application, and associated digital channels.

Trendiostyle acts as an intermediary marketplace that facilitates transactions between vendors and customers but does not take ownership of the products listed by vendors unless explicitly stated otherwise.

Vendor Eligibility and Registration

To participate as a vendor on the platform, the seller must complete the onboarding process and provide accurate and valid information including business registration details, tax identification numbers such as GST where applicable, bank account details for settlement payments, and identity verification documents.

The Vendor represents and warrants that all information provided during registration is true, complete, and accurate. The Vendor further agrees to update such information whenever necessary to ensure that records remain accurate.

Trendiostyle reserves the right to verify vendor information and may approve, reject, or suspend vendor registrations at its sole discretion.

Vendor Responsibilities

The Vendor agrees to list only genuine, authentic, and legally compliant products on the platform. Vendors are responsible for ensuring that all product listings include accurate descriptions, specifications, images, pricing details, and availability information.

The Vendor must ensure that products comply with applicable laws, consumer protection regulations, and intellectual property rights. Vendors are prohibited from listing counterfeit, restricted, or illegal products on the platform.

The Vendor is responsible for maintaining sufficient inventory to fulfill customer orders and must promptly update product availability on the platform.

Order Processing and Fulfillment

Upon receiving an order through the platform, the Vendor is responsible for processing the order within the specified timeframe and ensuring that the product is packaged securely and shipped to the customer through the designated logistics partner or delivery service.

The Vendor must ensure that orders are dispatched promptly and that accurate shipment tracking details are provided through the platform. Vendors are responsible for ensuring that products reach customers in good condition and within the expected delivery timeframe.

Failure to fulfill orders within the required timeframe may result in penalties, order cancellations, or suspension of vendor privileges.

Returns, Refunds, and Customer Support

Vendors agree to comply with the cancellation, return, refund, and customer-service procedures applicable to products listed on Trendiostyle. Vendors are responsible for reviewing customer requests and cooperating with the platform to resolve genuine issues relating to orders, returns, refunds, defective products, damaged products, or incorrect shipments.

Customer Cancellation Requests

When a customer submits a cancellation request, the vendor must review the request through the vendor dashboard within **2 hours**. The vendor should review the reason provided by the customer and determine whether the cancellation reason is genuine and eligible under the applicable Trendiostyle policy. The vendor must approve or reject the request within the 2-hour period and, where applicable, initiate the refund through the vendor dashboard.

If the vendor does not take any action within 2 hours, the order may be automatically cancelled and the applicable refund may be initiated automatically through the platform. Trendiostyle may review or take appropriate action on a cancellation request where reasonably necessary to protect customers or maintain platform standards.

Cancellation After Pickup Scheduling

Once an order has been scheduled for pickup from the vendor's location, the customer will generally no longer be able to cancel the order through the platform, subject to applicable consumer rights and Trendiostyle policies.

Eligibility for Cancellation and Refund

Vendors may be provided with an option titled "*Eligible for Cancellation & Refund*"* for applicable products. If this option is enabled, customers may request cancellation before pickup is scheduled and may request a return or refund after delivery where a genuine and eligible reason exists in accordance with the applicable policy.

If the option is disabled, the product will generally not be eligible for cancellation after the order has been scheduled for pickup and for return or refund after delivery. However, this restriction will not apply where a remedy is required by applicable law or where Trendiostyle determines that an exception is appropriate, including cases involving defective, damaged, incorrect, counterfeit, or materially misrepresented products.

Vendors must cooperate with legitimate customer complaints and the applicable cancellation, return, and refund process. Repeated misuse or fraudulent handling of these processes may result in appropriate action against the vendor account..

Fees, Commissions, and Charges

Trendiostyle may charge vendors certain fees for using the marketplace platform, including commissions on product sales, service fees, logistics charges, advertising fees, or promotional program fees.

The applicable fees may vary depending on the product category, promotional participation, or other services utilized by the Vendor. The Vendor agrees that Trendiostyle may deduct applicable fees and charges from the vendor's settlement amount before transferring the remaining funds to the vendor's registered bank account.

Payment Settlement

Vendor payments will be settled **once at the end of each calendar month**, subject to order completion, verification, reconciliation, and the applicable settlement process.

The settlement amount will be calculated after deducting the **applicable Trendiostyle commission and any directly applicable charges relating to the orders**, such as shipping or return charges where applicable. If a vendor voluntarily enables free shipping or a promotional shipping offer to attract customers or increase sales, the applicable shipping cost may be adjusted from the vendor's settlement in accordance with the applicable shipping arrangement. Any customer refund or other valid adjustment relating to the vendor's orders may also be reflected in the settlement.

Trendiostyle may temporarily hold or adjust an amount where necessary to process a pending refund, return, dispute, chargeback, or other valid order-related adjustment. Vendors will receive the applicable settlement details through the platform.

Vendors are responsible for maintaining accurate and up-to-date bank account information. Trendiostyle will not be responsible for delays caused by incorrect, incomplete, or outdated banking information provided by the vendor.

Intellectual Property Rights

Vendors retain ownership of their brand names, trademarks, product images, descriptions, and other intellectual property provided to Trendiostyle. By listing products on the platform, vendors grant Trendiostyle a non-exclusive, royalty-free license to use, reproduce, display, and promote the relevant product content for platform operation, marketing, promotional, advertising, and operational purposes.

Vendors are responsible for ensuring that all product content and materials provided to Trendiostyle do not infringe the intellectual property rights of any third party.

Exclusive, Authorized, Licensed, or Restricted Brands

Where a vendor intends to list or sell products belonging to an exclusive, authorized, licensed, or otherwise restricted brand, the vendor must provide appropriate documentation establishing its authority to sell the products.

Such documentation may include an authorization letter, agreement between the vendor and the brand, distributorship or dealership agreement, brand authorization certificate, relevant purchase or invoice documentation, or other valid documentation establishing the vendor's relationship with the brand or an authorized distributor.

The relevant documentation must be submitted to the **Trendiostyle team for review and approval** where requested. The vendor should not list or sell such branded products until the required authorization has been reviewed and approved by Trendiostyle.

Trendiostyle may request additional documents or verification and may reject, restrict, suspend, or remove a branded listing where authorization, authenticity, lawful sourcing, or the legal status of the product cannot be reasonably established.

The vendor remains responsible for ensuring that all branded products listed on Trendiostyle are genuine, lawfully sourced, authentic, and properly authorized for sale.

Confidentiality

Both parties agree to maintain the confidentiality of any proprietary, commercial, or operational information shared during the course of this agreement. Vendors shall not disclose any confidential information related to the platform's operations, technology, pricing structures, or business strategies without prior written consent from Trendiostyle.

Vendor Performance and Compliance

Trendiostyle may monitor vendor performance based on metrics such as order fulfillment rates, delivery timelines, product quality, return rates, and customer feedback.

Vendors who consistently fail to meet platform performance standards may face corrective actions including warnings, listing restrictions, financial penalties, temporary suspension, or termination from the platform.

Suspension and Termination

Trendiostyle reserves the right to suspend or terminate a vendor's account if the vendor violates this Agreement, engages in fraudulent activity, lists prohibited products, fails to fulfill orders consistently, or violates applicable laws.

Upon termination of the vendor account, Trendiostyle may remove product listings and restrict the vendor's access to the platform. Pending settlements may be processed in accordance with platform policies.

Limitation of Liability

Trendiostyle shall not be liable for indirect, incidental, or consequential damages arising from vendor activities, product listings, or transactions conducted on the platform.

The Vendor agrees to indemnify and hold Trendiostyle harmless against any claims, losses, liabilities, damages, or legal actions arising from the vendor's products, business practices, or violation of applicable laws or platform policies.

Amendments to the Agreement

Trendiostyle reserves the right to update or modify this Agreement at any time. Updated versions of the Agreement will be published on the platform, and continued use of the platform by the Vendor after such updates will constitute acceptance of the revised terms.

Governing Law and Jurisdiction

This Agreement shall be governed by and interpreted in accordance with the laws of India. Any disputes arising out of or relating to this Agreement shall be subject to the jurisdiction of the appropriate courts within India.

Acceptance of Agreement

By completing the vendor onboarding process and listing products on the Trendiostyle platform, the Vendor confirms that they have read, understood, and agreed to be bound by this Vendor Onboarding Agreement and all related platform policies.

Signature and seal of the company or individual

Date :