

Company Policies

M/s Shree Chandramangal Suncity Solar Marketing Private Limited, hereinafter referred as (“Suncity Solar”) is engaged in the business of solar product and services. It's our passion to ensure the highest quality of our products and Services ensuring the best satisfaction to you. Even though we desires to provide you the best of our services and solar products with the best of our efforts by following the several policies to meet your expectation as per the norms of the company.

1. **Privacy Policy:** This **Privacy Policy** sets out its uses and protects or any information that you provide us while using this website. We as Suncity Solar ensure our commitment in accordance with this privacy statement hence we ask you to provide certain information by which you can be identified while using this website. We can assure you that the information will only be used in accordance with this privacy statement as your privacy is always protected.

The information we are requiring and it's use

This **Privacy Policy** also describes as how Suncity Solar uses personal data collected or received by Suncity Solar. It also describe as how we may collect or receive your personal data, the types of personal data we may collect, how we use share and protect this data, how long we retain this data and how you can contact us about our privacy practices.

This **Privacy Policy** will also provide you the obligations of the company to the solar distributor/advisor as well the obligations of the solar distributor/advisor towards Suncity Solar. For further more details about the aforesaid policy click the link “**Privacy Policy**”.

2. **Shipping Policy:** Aims to provide you the safe secure and timely delivery of our products and services. The **Shipping Policy** of the company retrieves the fact that actual and comfortable delivery/ upgradation of the product can executed within 30 days from the date of purchase only after getting the conformation of the payment including transportation or courier charges in normal circumstances.

This **Shipping Policy** aims to provide you the safest delivery but not liable for any loss or damages accrued after the dispatch from our dispatch section. This shipping policy can be concluded for the products mainly through

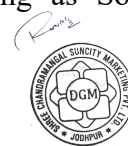
- (i) Dispatch in Person
- (ii) Dispatch through Transport and courier

For further more details about our **Shipping Policy** click the link “**Shipping Policy**”.

3. **Solar Advisor/ Distributor Policy:** The Suncity Solar ensure the best possible way to accommodate all the solar advisors/distributors to perform the best of their abilities. This policy is also constitute with the aim to provide solar awareness as well to make available the solar products and services in the best possible manner.

The Solar Advisor/Distributor, along with his/her KYC particulars therein has, after being explained all the provisions of the said Suncity Solar Compensation Plan, products and services details and the present E-contract Agreement in the vernacular language known to him/her is duly ascertained and satisfied by visiting the Direct selling entity's website www.suncitysolar.in, has voluntarily offered to join the business of the Direct selling entity. For any further more information about this policy click the link “**Solar Advisor/Distributor Contract Agreement**”.

4. **Cooling Off Policy:** Suncity Solar comply with the Consumer Protection (Direct Selling) Rules, 2021 and Consumer Protection Act, 2019 and in accordance with Clause 3(b) of the said Rules undertake to provide a newly registered Solar Advisor/Distributor a cooling off period of 3days effective from the date of signing and execution of the contract agreement by him/her while registering as Solar



Advisor/Distributor with us wherein the said Solar Advisor/Distributor can cancel the contract agreement without resulting in any breach of contract or levy of penalty.

Note: This cooling off policy be read as part and parcel of the Contract Agreement entered by the Solar Advisor/Distributor as the same is not reproduced in the agreement for the sake of brevity.

5. **Exchange/Upgrade/Refund/Buy Back Policy:**

Exchange/Upgrade- The Suncity Solar is committed to facilitate it's consumer for our solar product and services however at times even the best of our efforts doesn't meet your desired expectation and you need to exchange/upgrade Suncity Solar products then you may need to have the original invoice. Thereafter, the Customer/Solar Advisor/Distributor can exchange/upgrade the products from the Suncity Solar within 30 days from the date of invoice and must submit the following at the time of exchange/upgrade and help us in our services:

- Copy of Invoice
- Products in original packing and marketable condition
- New product should be of equal or higher value in price

Refunds/Buy Back Policy- The refund/buy back policy is applicable only for products in saleable condition, and partially used products (not exceeding 30%) only if accompanied with an invoice. If at all a product is observed to have been intentionally damaged or misused the returns warranty stands void. It is obligatory upon our Customers / Solar Advisor/Distributor to exercise the Product Return & Refund Policy in fairness.

Once we have received your product for return, we will inspect it and notify you that we have received your returned item. We will notify you on the status of your refund after inspecting the item. In the event the return of a product is duly accepted by Suncity Solar.

The applicability of this policy will followed by the under mention conditions.

Buy Back Policy

- a) If the products and services is in marketable* condition and is returned within 3 days after receipt of goods accompanied by the original invoice, then only refund/buy back will be given.
- b) If the products and services is in Unmarketable** condition and is returned within 3 days of receipt of goods refund value will be assessed by Grievance Redressal Officer and appropriate value will be given.

*Marketable refers to Products and Services that are unopened, sealed and undamaged in any form whatsoever.

**Unmarketable Products and Services are those which have been opened and its seal broken.

The Value of such product will be refunded to customer/solar advisor/distributor either to the bank account provided by the Customer/Solar Advisor/Distributor for such refund, or to the payment instrument of the Solar Advisor/Distributor from which payment was made. Suncity Solar shall have the sole discretion to determine the mode of reversal from the above options. **No cash refunds under any circumstances will be made.**

Shipping Cost

You will be responsible for paying your own shipping cost for returning your items. Shipping costs are non-refundable. In some exceptional cases, if the cost of the shipping is paid by the Suncity Solar the shipping cost of the return product will be deducted from the refund amount.

Cancellation of transaction / orders

- **Cancellation by Suncity Solar:** There may be certain orders that Suncity Solar is unable to accept and has the right to cancel such order. Suncity Solar reserves the right, at its sole discretion, to refuse or cancel any order for any reason whatsoever. Some situations that may result in Customer/Solar Advisor/Distributor's order being cancelled include, without limitation, non-availability of the product or quantities ordered. Suncity Solar may also require additional verifications or information before processing any order. If Customer/Solar Advisor/Distributor order is cancelled, after the payment has been processed, the said amount will be reversed / remitted to the



Customer/Solar Advisor/Distributor either to the bank account provided for such reversal, or to the payment instrument from which payment was made. Suncity Solar shall have the sole discretion to determine the mode of reversal from the above options.

- **Cancellation by the Customer/Solar Advisor/Distributor:** In case of request for order cancellation, Suncity Solar reserves the right to accept or reject requests for order cancellations for any reason whatsoever. As part of usual business practice, if Suncity Solar receives a cancellation notice and the order has not been processed, Suncity Solar may cancel the order and refund the entire amount to Customer/Solar Advisor/Distributor within a reasonable period of time. Suncity Solar will not be able to cancel orders that have already been processed. Customer/Solar Advisor/Distributor agrees not to dispute the decision made by Suncity Solar and accept decision regarding the cancellation.
- **Set-off of any benefits availed by Customer/Solar Advisor/Distributor:** In case Customer/Solar Advisor/Distributor has availed any benefit under any marketing or promotions provided by Suncity Solar in relation to the product for which the order has been cancelled by the Customer/Solar Advisor/Distributor or by Suncity Solar, Customer/Solar Advisor/Distributor agrees and authorizes Suncity Solar to recover such benefits from Customer/Solar Advisor/Distributor or set-off the same from any refunds to Customer/Solar Advisor/Distributor.

Reference Notes:

- The Customer/Solar Advisor/Distributor must return the product(s) to our head office personally or by courier. A specific form of return must be duly filled and signed by the customer and must be sent along with the product to be returned.
- Period of return for products is calculated as the number of days from the Invoice Date, to the date of receipt at Suncity Solar Office.
- Condition refers to the condition in which the stock is received back from the Customer/Solar Advisor/Distributor as a return. The product can be 'marketable' or 'unmarketable' depending on the condition of the returned stock as assessed by the Returns executive at Suncity Solar Dispatch and Delivery office.
- The Product Return Policy does not apply to open packs of literature and videos or other sales and marketing aids.
- Total returns cannot exceed the quantity appearing on the Invoice.
- SV points adjustment of Products returned shall be processed in the same Payout. Total SV of the returned products will be deducted from the returning Customer/ Solar Advisor/Distributor account and the sales benefits, incentives or bonuses shall be deducted from all respective beneficiaries and shall reflect in immediate next payout.
- If Customer/Solar Advisor/Distributor return products directly to Suncity Solar, SV points adjustment shall be done from Solar Advisor/Distributor's payout & any excess amount paid shall be recoverable from the Solar Advisor/Distributor.
- The Customer/Solar Advisor/Distributor who has returned a particular product shall not be entitled for return of a repurchase within 30 days of return date of the same product for a period of 30 days from repurchase invoice date.

The return process of a product may be subject to additional terms & conditions depending on the nature and category of the product. Any such additional terms should be specified on the website: www.suncity solar.in and anyone can contact via email on info@suncitysolar.in or be intimated by Suncity Solar at the time of purchase of the Product.

6. GRIEVANCE REDRESSAL POLICY

M/S Shree Chandramangal Suncity Marketing Private Limited (Suncity Solar) has a appropriate approach towards the Consumers/ Solar Advisor/Distributor and takes all precautions to offer the best services to them. However in case of unavoidable circumstances Direct Selling entity have devised a perfect system to solve the problems that Consumers/ Solar Advisor/Distributor may face.

The grievance is received by the company either by the below mentioned means. It is fed into the internal software (In house query system= IHQS). A unique ticket number is generated related to the same and it is intimated to the customer or the person who has intimated the same to us.



1. Direct selling entity complies with the Consumer Protection (Direct Selling) Rules, 2021 and Consumer Protection Act, 2019 and have also instructed our Solar Advisor/Distributor to do so.
2. Direct selling entity maintains a record (online/offline) to keep the track of Grievances received from Consumer/Solar Advisor/Distributor in either of the mentioned modes – Calls / Written Application / E-mail / Walk-in / Online Grievance Cell, etc. Each Grievance is numbered, (To facilitate easy tracking) acknowledged within 48 hours of its receipt at the Grievance Redressal Cell and Direct selling entity records the time taken to resolve it.
3. Grievances received are feeded into the internal Grievance software. A unique track ID is generated against all the Grievances and is intimated to the Consumers /Solar Advisor/Distributor on their registered E-mail ID and Mobile Number within 48 hour of its receipt at the entity's end.
4. Consumers/ Solar Advisor/Distributor need to keep the unique track ID (Ticket Number) to secure with them in order to track and follow-up the outcome.

Procedures

The grievance is then handled by the executive who has taken the call / email / walk in customer/ post received. This executive has a period of 7 working days to solve the problem. The entire problem / query is available to view of any authorized person who has logged into the system. Every time a person logs in he/she can take on the problem independently for further resolution without having the person to repeat his concern / problem.

If in avoidable circumstances this executive cannot handle the problem / grievance within the given period of time the software then escalates automatically to the next level of Grievance Redressal Committee.

Grievances are escalated on a 5 day period automatically by the software to each. First to officer 1, then to officer 2 and then to the Grievance Redressal Officer who has 3 days to dispose off the problem.

The committee will meet on a 15 day period. On the 15th and 30th Calendar day of every month. All pending Redressals will be disposed off by the committee on these meetings. In case no resolution is arrived at the problem will be escalated to our legal counsel who will then work as an arbitrator to resolve the same with 15 days of receiving the escalated issue in consultation with the aggrieved.

5. Direct Selling entity has formed and evolved a mechanism grievance redressal and constituted or committee for the same.

(a) Grievance Redressal Officer

Name: Mr. Rakesh Bhati
E Mail: md@suncitysolar.in
Contact No.: +91. 9782255585

(b) Grievance Redressal Officer (2)

Name: Mr. Manoj Purohit
E Mail : info@suncitysolar.in
Contact No.: +91 99823-11700

(c) Grievance Redressal Officer (1)

Name: Ms. Pratibha Malhotra
E Mail : support@suncitysolar.in
Contact No.: +91 97729-11700

6. Grievance Redressal Committee will redress the grievance within 30 days from the date of receipt of Grievance.
7. In case there is a delay of more than 30 days in resolving the issue, he / she will inform the Consumers / Solar Advisor/Distributor with reason of delay on their registered E-mail ID or Contact info.



8. In case the Consumer/ Solar Advisor/Distributor is still not satisfied with the resolution offered, he/she can approach the National Consumer Helpline or the State Consumer Helpline of which the entity is a Convergence partner for effective mediation/resolution and thereafter a Consumer Forum/Court of appropriate jurisdiction

Note: This Grievance Redressal Mechanism to be read as part and parcel of the Contract Agreement entered by a Solar Advisor/Distributor as the same is not reproduced in the agreement for the sake of brevity.

7. **General Terms and Conditions** – The Suncity Solar is asserted with the values to save and support the consumer rights and obligations as per the norms of the company. These general Terms and condition including the privacy policy, shipping policy is not only confined for the use of our products but also its been well defined for the purpose to secure the legitimate rights of the consumer for further more information click to **“General Terms and Condition”**

