



**MYNTRA**

**Seller Protection Fund Policy – PPMP | MDirect | Omni**

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**Purpose:**

This policy ("Policy") lays down the process of managing the fulfilment and return to Seller (RTS) operations. This Policy further aims to safeguard sellers from losses incurred due to customer returns or courier returns received in an unacceptable state via compensation from Seller Protection Fund (SPF), thus ensuring that the seller does not get impacted. This Policy is standard across all categories of products, but is not applicable for sellers operating on self-ship model. This Policy shall be applicable for all products returned as per the standard return policy, including products having certificate warranty [beyond thirty (30) days from the date of delivery]. This Policy shall assist the Sellers to address the potential and existing functioning and concerns of the fulfilment and RTS operations.

For availing compensation under this policy, Seller must raise a claim through the ticket creation channel, which is on the PartnerPortal. The terms and conditions of this Policy will be considered as deemed accepted by the Seller upon the Seller making any claim through this Policy. Seller Protection Fund claims raised via any other channel will not be entertained.

**Covered Parties**

This Policy applies to sellers who retail products ("Products") to end customers on the Platform (hereinafter, the "Seller") not operating on the self-ship model on the Platform.

**Definitions:**

Myntra Designs Private Limited (hereinafter, "MDPL" or "Myntra") owns and operates the platform [www.myntra.com](http://www.myntra.com), Myntra m-site and Myntra mobile app (collectively "Platform").

Instakart Services Private Limited is engaged in the business of providing logistic services to the sellers (hereinafter, the "Logistic Service Provider").

"GP/LMDO Bag (Last Mile Drop Off Bag) / return trip ID" shall mean the gate pass issued when the returns are shipped out from the returns' shipping hub to seller.

"Manifest Document" shall mean a Seller system generated document/sheet maintained to record the information on orders being handed over to the Logistic Service Provider's executive. It is clarified that the Logistic Service Provider's executives do not enter any information on the Manifest Document and are only responsible for signing each page of the receipt of a particular number of orders entered by the Seller.

"Return Creation Date" shall mean the date on which the customer places the return request of Product(s) on the Platform.

"Returned Products" shall mean Products which are undelivered to customer, orders cancelled pre-dispatch, cancelled Products and orders that are returned by customers.

"RTO" shall mean when the product that has been returned to origin, wherein the box/package [containing the Product (s)] is sealed.

"RTS" means return to Seller.

“Selling price” means the selling price of the Product listed by the Seller and the amount paid by customer against an order on the Platform.

“Myntra charges” means the total commission charged by Myntra including commission for an order, order processing fees, logistics cost, and any other applicable charges.

“Partner Portal” refers to the portal <https://partners.myntrainfo.com/>, where sellers can login to view their transactional reports and raise claims (through partner support tickets) for issues under this Policy.

“Large Seller” refers to the seller who had contributed more than INR 500 crores to the Platform GMV in Calendar Year 2021

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By adopting and intending to avail the benefits of this Policy, the Seller shall be contracting with MDPL, and these terms and conditions constitute the Seller’s binding agreement with MDPL.

Note: Products under warranty may be returned beyond the timelines defined under this Policy; the Seller agrees to oblige and accept the Returned Products as per the certified warranty of each Product.

#### **Terms and Conditions:**

1. Fulfilment process involves (a) the Logistic Service Provider picking up the Products from the Seller’s location; (b) the Logistic Service Provider shipping the product to its warehouse for processing; and (c) the Logistic Service Providers shipping the Products to the customer’s destination.
2. Sellers are required to sufficiently package the products to avoid any transport damage. MDPL will not be liable to compensate Seller under this Policy for shipments damaged during the onward or return transit of RTO shipments if the damage occurred on account of poor or insufficient packaging done by Seller. Seller shall ensure that the labelling of the Products shall be done as per Legal Metrology Act, 2009 and the Legal Metrology (Packaged Commodities) Rules, 2011, and the amendments thereto.
3. Seller need to procure packaging material from third party vendors as recommended by Myntra. Procuring packaging material from vendors other than Myntra nominated vendors or not adhering to packaging guidelines as suggested by Myntra will result in SPF claims being rejected.
4. There may be two scenarios at the time of shipment pickup by the Logistics Service Provider—

##### **a. Shipments picked up from the Seller using the First Mile Pickup Application (FMPU):**

The Seller is expected to check the count of Products being picked up as reflected in the Logistic Service Provider’s executive’s First Mile Pickup application at the time of signature. It is clarified that such number of products captured under the said application shall be considered to be final.

The Seller agrees that it shall not challenge or contest the same for any kind of claim whatsoever at any point in time.

**b. Shipments picked up from the Seller without using First Mile Pickup Application (FMPU)**

In this case, tracking numbers are required to be mandatorily updated on the Manifest Document provided by the Seller to the Logistic Service Provider. Seller is also expected to get the signature of the Logistic Service Provider's executive on a copy of the Manifest Document before handing over the Products. Seller must ensure that the tracking numbers / Product information required are captured in the Manifest Document. Seller shall ensure that a copy of the Manifest Document is provided to Logistic Service Provider's executive and the same is maintained by the Seller for a minimum period of ninety (90) days.

5. Seller shall ensure that packaging, labelling and sealing of the Products, during (a) initial packaging stage or (b) while unsealing the returns, should be conducted at Sellers designated warehouse. Seller shall ensure that these activities are conducted on the industrial packaging table or benches, meeting all packaging/labelling requirements. High resolution CCTV camera must be placed on these tables/benches for capturing the quality check (QC) activity of each Product. Seller shall ensure to provide MDPL a minimum of two (2) images of the damaged or defective product, which must include the image of Order ID/Return Id of the product. The Seller undertakes to record every quality check activity while packaging and while receiving returns at its warehouse (for each Product) and maintain such recording for not less than ninety (90) days from the date of handover/receipt of the product to/from Logistic Service Provider.

It is clarified that in the event of fulfillment of orders by the Seller through the *Omni channel* business model (fulfillment by Sellers from retail stores), Sellers will not be required to maintain CCTV / video footage for Products for all claim scenarios except for shortage in RTS / empty Box claims

6. Seller undertakes that all complaints and issues shall only be raised to Myntra's seller support team; a ticket may be raised on [Partner Portal \(https://partners.myntrainfo.com/\)](https://partners.myntrainfo.com/). Disputes/Issues not logged on the Partner Portal and not as per the given terms and conditions under this Policy will not be entertained as a dispute, and will not be covered for the purposes of this Policy. Sellers are required to refer to Annexure 1 of this Policy for timelines to raise different categories of disputes.
7. Only one compensation claim can be raised against a unique order ID or order.
8. MDPL reserves the right to change this Policy at its sole discretion, with a 15 day notice to the Sellers and the Sellers shall be responsible for reviewing such changes. Within this 15 day notice period, terms of the existing policy shall be applicable. Revised policy shall apply for *orders created* after the said 15 day notice period is complete. Changes to the Policy shall be communicated to the Seller's registered email id in use to access Partner Portal and shall also be uploaded on the Partner Portal
9. It is the sole responsibility of the Seller to ensure that the correct email id is updated on the Partner Portal. In order to make any changes to the registered email id, a ticket can be raised through the Partner Portal.
10. Except as provided otherwise, Myntra will not cover or compensate the Sellers under this Policy in the following circumstances:
  - If Seller does not ship the Product according to the description, or if the shipped Product has/had missing parts, or if the Seller has shipped fake, used, damaged or expired

## Products.

- Fraud: Seller claim under this Policy will not be entertained if the claim arises because of Seller fraud or seller-buyer mutual fraud.  
Note: MDPL shall determine cases of fake/used/damaged/expired products and/or fraud cases at its sole discretion, based on customer claims and other evidence available.
- It is the Seller's sole responsibility to ensure that only the shipments that are scanned using the FMPU app are handed over to the pickup associate of the Logistics Service Provider. This Policy will only cover claims against Products that are scanned on the FMPU app, unless the pickup is done by the Logistics Service Provider using hard copies of documents without using the FMPU app.
- The Seller is required to provide video footage for raising certain claims as defined in Annexure 1 to this policy (video should clearly cover the item barcode of the product shipped)  
Note: A claim under this Policy will be rejected if the video uploaded is not as per the guideline specified above.
- It is clarified that, based on a Seller's claim history, Myntra may mandate such Seller to upload only videos against an SPF claim, as per the SPF video guidelines specified under the specific scenarios in Annexure 1 to this Policy. SPF claim will be rejected if the videos uploaded are not as per said guidelines.

11. At any point of time, if Seller is found to have filled a fraudulent claim or is found to be abusing or misusing this Policy in any form or manner, the Seller can be subject to penalization as per MDPL's sole discretion and this may include:
  - a. Recovery of already reimbursed amount from the time the fraud was detected based on claim date
  - b. Blocking of reimbursement feature for an indefinite period in cases of identified fraud.
  - c. Blacklisting of seller and being barred from doing business on the Platform.

Further, in the event where any amount has been paid to the seller under this Policy and the claim is found to be fraudulent, Myntra reserves the right to set off such amount paid, including but not limited to any related costs, against any amounts due and payable by Myntra to the seller under this Policy or any other existing agreement (including cash on delivery payments by customers receivable by Sellers from Myntra). This is without prejudice to any rights Myntra may have under law, including without limitation claiming damages and initiating legal proceedings.

12. In case the Seller refuses to accept RTS for any reason and if this has led to the delay in RTS, in such case MDPL will not compensate for the delay or damage in RTS under this Policy. Seller is expected to accept the RTS as delivered by the Logistics Service Provider. Myntra at its sole discretion may bar the Seller from claiming reimbursement if seller has been found not accepting RTS for any reason.
13. RTS not accepted by the Seller will not be stored at Logistic Service Provider's warehouse for more than 30 days ("Extended Timeline"). Post the Extended Timeline, the Seller hereby authorizes MDPL or its affiliates to liquidate the said Products without a prior notice and retain the proceed. The Seller agrees to relinquish all rights over the said Products without any compensation to the Seller and to not raise any dispute with MDPL thereafter, under any circumstances. The Seller shall be solely liable for any claim, losses, damages or costs whatsoever.
14. Any/all remittance/settlement related pay-outs shall be deemed to have been accepted by Seller if the Seller does not furnish a written objection specifying the nature of the dispute within thirty (30) days from the date on which Myntra publishes the monthly settlement report on the Partner Portal.

Claims under this Policy, if settled in favor of the Seller during a month will be paid out between 15th and 20th of the following month. Tickets however will be closed once the tickets are processed. The UTR details of the settlements made will be shared via email registered with MDPL within seven business days of the settlement date.

15. MDPL reserves the right to audit returned or disputed products at the Seller premises. MDPL may conduct these audits themselves or may appoint a third party to conduct these audits. In the event the Seller does not co-operate during such audits, existing claims may be declined and all subsequent claims may also not be entertained. Cost of audit shall be borne by the Seller in case the audit reflects discrepancy in seller account/non compliance of this Policy or any fraudulent activity undertaken by the Seller.
16. It may take up to 15 days to resolve a claim and close a ticket raised on Partner Portal.
17. Proof of Delivery (POD): Returns will be handed over at a bag level after bag scan through the *LMDO* app. To initiate the bag scan, Seller needs to share an OTP received by them on e-mail with the Logistic Service Provider's executive. Once the scan is complete, seller shall receive a mail with details of all shipments handed over. This e-mail shall act as POD. In case the email is not received, the handed over shipment details can be retrieved from Returns visibility tab on the Partner Portal
  - a) In the event of a manual handover of shipments without the usage of First Mile Pickup application or the Last Mile Drop Off application by the Logistics Service Provider, the delivery team of the Logistic Service Provider is well trained, and they are expected to collect an authenticated POD from the Seller. At the same time, Seller shall ensure that the POD is sealed and signed after collecting the Products
18. Non-returnable products: Seller can receive a non-returnable product, due to manufacturing defect or other warranty expiry related issues. These may be approved for return to the Seller basis a decision considering the product's warranty at Myntra's discretion. If the reason for returns is RTO then the Seller will follow the normal RTS process. If return reason is different from the aforementioned ones, then MDPL will compensate the Seller for these products. Any compensation will be processed only if the dispute is raised by seller within 14 days of the return receipt date.

**Additional Terms:**

1. In the event of a manual handover of shipments without the usage of First Mile Pickup application or the Last Mile Drop Off application by the logistics service provider. Seller is expected to stamp and sign the POD. Seller must mention the secondary packaging seal numbers before sealing and signing the POD. Any disputes without these details will be declined
2. Seller shall provide the order/return IDs of all products that are being disputed by it, failing which, MDPL will not entertain the dispute (Unless the Products were sent via manual gate pass without any details).
3. A Seller must not produce the image of the same claimed Product more than once. Myntra conducts regular audits to ensure compliance to this Policy and if it is observed that Seller has used the image of a Product for a claim under this Policy more than once, Myntra shall have the right to revoke the settlements provided on such claims, close the claim and/or not process any further claims from the Seller. Myntra may additionally, in its sole discretion, penalize the Seller and/or terminate the contract for cause on account of fraud.

4. Duplicate claims or claims made using the same item barcode will be treated a fraudulent claim and the ticket will not be processed on the Partner Portal. Myntra may exclude the applicability of this Policy to such defaulting Seller and/or restrict the Seller from raising any further claims under this Policy. Depending on the seriousness of the matter / fraud / breach, Myntra holds the rights to terminate the contract, citing fraudulent activities of the Seller, in its sole discretion.
5. The Seller further understands and agrees that this Policy is adopted by Myntra at its sole and absolute discretion and may be rescinded / amended or modified by way of 15 days' notice, at any point in time, without any further liability and/or responsibility and/or obligation towards the Sellers.
6. All decisions of Myntra shall be final and binding on the respective Seller and the Seller shall not dispute the same, whether in the court of law or otherwise.
7. All disputes will have to be initiated within a period of 14 days from the gate pass / bag delivery date. A ticket must be raised on the Partner Portal or any other platform, as amended or updated by Myntra, from time to time.
8. Any shortages or missing products inside the delivery bag shall be dealt according with the shortage clause provided under scenario number 7 in Annexure 1 of this Policy.
9. Sellers must validate the details provided supporting a claim under this Policy, as frequent wrong claims may call for stringent action against the Seller.
10. In the event where any excess amounts have been paid to the seller under this Policy for reasons including but not limited to technical or human error, Myntra reserves the right to recover such amounts from the Seller and/or set off such amount paid against any amounts due and payable by Myntra to the seller under this Policy or any other existing agreement (including cash on delivery payments from customers receivable by Sellers from Myntra).

The below mentioned annexures contain RTS scenarios and compensation limits for claims under this Policy. The annexures will be applicable to all Sellers (except for sellers operating under the self-ship model on the Platform) unless the seller contract specifically mentions any return related clauses.

## Annexure – 1

### Provisions for settlement of RTS and other non-delivery conditions:

S. No	POINT OF ISSUE	ESCALATION CHANNELS	SELLERS RESPONSIBILITY	COMPENSATION T UNDER THIS POLICY
1	<b>Non delivery of Product at Logistic Service Provider's designated warehouse</b>	<p>Seller shall raise claims on the Partner Portal within 15 days of packing date if the Product has not been delivered to Logistic Service Provider's warehouse post 7 days of the product being picked up by Logistic Service Provider from Seller's location.</p> <p>1. Seller can notify Seller Support team on the Partner Portal by raising a ticket</p>	<p>1. The following details must be provided by Seller to MDPL:</p> <p>Order no Seller Name</p> <p>2. Seller must share with MDPL the CCTV footage or video capturing the packaging of the missing order. The footage should be clear and must show the count of products and all the products that were packed in the master bag (the bag in which products are packed by the Seller). The master bag must be sealed in front of the CCTV camera and the bag must not have any damage whatsoever.</p>	<p>a. The Seller is required to provide MDPL the fully signed copy of the Manifest Document with respective order IDs within 3 days of raising a ticket, if handover cannot be established through FMPU app</p> <p>b. After receiving the Manifest Document, MDPL to validate the manifest and if the Products are lost in MDPL's warehouse, MDPL will compensate Seller for each of the lost product as per the following formula:</p> <p>Compensation ** = Selling Price including tax minus platform commission, forward fulfillment &amp; payment gateway charges</p>
2	<b>Delayed Deliveries (i.e., RTS delivered after 120 days from Return Creation Date/ RTO delivered to seller after 120 days from RTO creation date/cancelled shipments delivered to seller after 120 days from cancellation date/ Lost orders delivered to seller after 120 days from lost date/ "Packed and shipped" shipments delivered to seller after 120 days from packed date</b>	<p>1. Seller shall notify this delay only after item has been delivered to the Seller, and within 14 days of item delivery date. Any request raised by Seller after this stipulated timeline shall not be addressed by MDPL. Ticket will be closed and the dispute will not be address without any further action, if Myntra observes that the Seller had refused to accept the product in the past.</p> <p>2. Seller can notify Myntra by raising a ticket within 14 days of delivery date.</p> <p>All tickets should be raised on Partner Portal.</p> <p>Tickets not raised on the said portal or tickets raised on the said portal but not within the timeline defined above shall not be entertained as valid disputes.</p>	<p>The following details are required to be provided by Seller to MDPL:</p> <p>Order no. Myntra Returns Id Return Delivered Date (if appl.) Gate Pass / Bag ID no.</p> <p>All tickets have to be logged through a form on Partner portal.</p>	<p>MDPL shall compensate the Seller provided MDPL agrees to the clarification given by Seller and the Seller complies with the terms of the Policy.</p> <p>The compensation shall be calculated on the following formula if deliveries are delayed beyond 120 days till 150 days from Return creation date in case of RTS/RTO date in case of RTO/lost date in case of lost/cancelled date in case of cancelled/packed date in case of shipped shipments</p> <p>Compensation ** = (Selling Price excluding tax minus platform commission, forward fulfillment &amp; payment gateway charges) * 25%. Beyond 150 days, compensation is provided at 100% instead of 25% in the above formula</p> <p>However the percentage will be 100% in place of 25% which shall be applicable from date of this policy amendment for the particular brand sold by the Large Seller with respect to which Large Seller had contributed more than INR 500 Crores to the Platform GMV in Calendar Year 2021. Claims are eligible for shipments delivered beyond 90 days from Return creation date in case of RTS/RTO date in case of RTO/lost date in case of lost/cancelled date in case of cancelled/packed date in case of shipped shipments for the particular brand sold by the Large Seller with respect to which Large</p>



				<p>Seller had contributed more than INR 500 Crores to the Platform GMV in Calendar Year 2021</p> <p>Compensation** = (Selling Price excluding tax minus platform commission, forward fulfillment &amp; payment gateway charges) * 100%</p>
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3	<b>Reverse / Cancelled orders Products delivered – damaged, used, stained returns</b>	<p>1. Seller shall notify Myntra about the damaged, used, stained product(s) received in RTS within 14 days of RTS delivery date. Any request raised by Seller after this stipulated timeline shall not be addressed by MDPL. Ticket will be closed without any further action, if Myntra observes that the Seller had refused to accept the product in the past.</p> <p>2. Seller can notify Myntra in writing by raising a ticket within 14 days of RTS delivery date.</p> <p>A ticket should be raised on Partner Portal</p> <p>3. Tickets not raised on the Partner Portal or tickets raised on the partner portal but not within the timeline defined above shall not be entertained as valid disputes.</p>	<p>1. the following details are required to be provided by Seller to MDPL:</p> <p>Order no. Myntra Return ID Return Delivered Date (if appl.) Gate Pass / Bag ID no. Seller Name Images of the Product that is damaged, with the image clearly showing the damaged part has to be shared on the ticket for validation. A minimum of 6 images of the Product are required. Images of the order id &amp; the returns id that is affixed on the product must mandatorily accompany the product images. In the absence of the order id or return id sticker, Seller is expected to provide the CCTV footage that clearly shows that the product was delivered without these stickers.</p> <p>Note that in case of apparel, only 2 images of the product are required to raise a claim (including an image of the return id / order id)</p> <p>2. All tickets must be logged through a form on Partner portal.</p>	<p>1. MDPL shall compensate the Seller based on the grid mentioned in Annexure 2 of the Policy, provided MDPL agrees to the clarification given by Seller and the Seller complies with the terms of the Policy. The compensation shall be calculated on the following formula</p> <p>Compensation ** = [Selling price excluding tax minus platform commission, forward fulfillment &amp; payment gateway charges] x Compensation % as per annexure 2</p> <p>2. Additional conditions:</p> <ul style="list-style-type: none"> <li>• Instances where only the Product's package / cover / box is damaged or the manual or tag is missing, MDPL will compensate Seller for the package or the missing manual or missing tag. The compensation amount is at a maximum of INR 250/- per box (in which the Products have been packed before pick-up). Payout amount will be finalized by Myntra.</li> <li>• Instances where only the products brand tag is missing, MDPL will compensate for the brand tag to an extent of INR 50/- for the each box (containing the Products).</li> <li>• Instances where Seller has declined to accept RTS for any reason and if the storage of these Products at Logistic Service Provider's warehouse has damaged the products, then neither MDPL nor the Logistics Service Provider will take ownership of the damages. Seller is expected to accept the RTS as delivered by the Logistic Service Provider.</li> </ul>
4	RTS / cancelled orders delivered – Partial Returns	<p>1. Seller sees that a product that was returned to them through an RTS has a missing part. Seller shall notify the missing product details (after RTS has been delivered to the Seller), within 14 days of RTS delivery date to Myntra via the escalation channels available. Any request raised by Seller after this stipulated timeline shall not be addressed by MDPL. Ticket will be closed without any further action, if the Seller Support team observes that the Seller had refused to accept the product in the past.</p> <p>2. Seller can notify Seller Support team by raising a ticket within 14 days of RTS delivery date</p> <p>A ticket should be raised on Partner Portal</p> <p>Tickets not raised on the partner portal or tickets raised on the partner portal but not within the timeline defined above shall not be entertained as valid disputes.</p>	<p>1. The following details shall be required to be provided by Seller to MDPL:</p> <p>Order no. Myntra Return ID Return Delivered Date (if appl.) Gate Pass / Bag ID no. Seller Name Cost of the missing part. Images of the product that is received by seller, clearly showing the missing part have to be shared on the ticket for validation. A minimum of 2 images of the product are required. Images of the order id &amp; the returns id that are affixed on the product must mandatorily accompany the product images. In the absence of the order id or return id sticker, Seller is expected to provide the CCTV footage that clearly shows that the product was delivered without these stickers.</p> <p>2. All tickets have to be logged through a form on Partner portal.</p>	<p>The compensation shall be calculated on the following formula:</p> <p>Compensation ** = (Selling price including tax minus platform commission, forward fulfillment &amp; payment gateway charges) * compensation%</p> <p>Compensation of the missing part will not be greater than 25% of the selling price of the product.</p> <p>Note: It will be upto the discretion of Myntra to decide whether the return is making the product unsaleable or not and accordingly decide the compensation%. Cases regarding bundled products (packs) will be dealt with on individual basis.</p> <p>If Myntra decides that the missing part makes the product unsaleable then seller may claim that under shortage clause of the policy.</p>

5	<p><b>RTS/ cancelled orders delivered – Wrong Returns – Received other seller's product</b></p>	<p>1. Seller shall notify the delivery of a wrong product within 14 days of RTS delivery date. Any request raised by Seller after this stipulated timeline shall not be addressed by MDPL. Ticket will be closed without any further action, if Myntra observes that the Seller had refused to accept the product in the past,</p> <p>Seller can notify Myntra by raising a ticket within 14 days of RTS delivery date.</p> <p>A ticket must be raised on: <a href="https://partners.myntrainfo.com/">https://partners.myntrainfo.com/</a></p> <p>Tickets not raised on the said portal or tickets raised on the said portal but not within the timeline defined above shall not be entertained as valid disputes.</p>	<p>1. The following details are required to be provided by Seller to MDPL:</p> <p>Order no. Myntra Return id</p> <p>Return Delivered Date (if appl.) Gate Pass / Bag ID no. Seller Name Wrong product brand name</p> <p>2. All tickets have to be logged though a form on Partner portal.</p> <p>3. Images of the wrong product must be submitted along with the ticket. A minimum of 2 images have to be provided, with the brand name and Label of the wrong product. Clear images of the order id and the return id on the outer package must mandatorily accompany the ticket. In the absence of these stickers, the seller is expected to provide a clear CCTV footage that shows the delivery of the product without these barcodes.</p> <p>4. Clear CCTV footage of packaging the order item for dispatching and while unpacking the item which the seller has received in RTS, may be requested by the seller support team at their discretion, based on the seller's claim history.</p>	<p>1. MDPL shall compensate the Seller, provided MDPL agree to the clarification given by Seller and the Seller complies with the terms of the Policy.</p> <p>2. The compensation shall be calculated on the following formula:</p> <p>Compensation ** = Selling price including tax minus platform commission, forward fulfillment &amp; payment gateway charges</p> <p>Seller cannot provide the same image more than once across all the claims made by the seller. Presenting the same image for claims across many tickets will be considered as a fraudulent activity and therefore will be dealt with stringent action as mentioned above in this policy document.</p>
6	<p><b>RTS/ cancelled orders delivered – Wrong Returns – Received own product</b></p>	<p>1. Seller shall notify Myntra about the wrong delivery of product within 14 days of RTS delivery date. Any request raised by Seller after this stipulated timeline shall not be addressed by MDPL. Ticket will be closed without any further action, if Myntra observes that the Seller had refused to accept the product in the past,</p> <p>2. Seller can notify Myntra via the escalation channels within 14 days from the Product being pickup by Logistic Service Provider from Sellers location.</p> <p>A ticket must be raised on Partner Portal</p> <p>Tickets not raised on the said portal or tickets raised on the said portal but not within the timeline defined above shall not be entertained as valid disputes.</p>	<p>The following details are required to be provided by Seller to MDPL:</p> <p>Order no. Myntra Return id SKU code of the original product Return Delivered Date (if appl.) Gate Pass / Bag ID no. Seller Name SKU Code of the wrong product received.</p> <p>Clear images of the wrong product received must be submitted along with the ticket. A minimum of 2 images of the product are required. Images of the order id &amp; the returns id that are affixed on the product must mandatorily accompany the product images. In the absence of the order id or return id sticker, Seller is expected to provide the CCTV footage that clearly shows that the product was delivered without these stickers.</p> <p>2. All tickets have to be logged though</p>	<p>1. MDPL shall compensate the Seller, provided MDPL agree to the clarification given by Seller and the Seller complies with the terms of the Policy.</p> <p>2. The compensation shall be calculated through the following formula:</p> <p>Compensation ** = Difference between COGS of two products received</p> <p>Compensation will be done if the difference of the selling price is positive. Myntra shall not debit the seller if the delivered product is of a higher value.</p> <p>COGS of any product= Selling price excluding tax minus platform commission, forward fulfillment &amp; payment gateway charges</p>

			<p>a form on Partner portal.</p> <p>3. Clear CCTV footage of packaging the order item for dispatching and while unpacking the item which the seller has received in RTS, may be requested by the seller support team at their discretion, based on the seller's claim history.</p>	
7	<b>RTS/ cancelled orders delivered – Shortage in RTS / Empty Box</b>	<p>1. Seller shall notify Myntra of the shortage within 14 days of RTS delivery date. Any request raised by Seller after this stipulated timeline shall not be addressed by MDPL. Ticket will be closed without any further action, if the Seller Support team observes that the Seller had refused to accept the product in the past, irrespective of the reason.</p> <p>2. Seller can notify Seller Support team in writing via the escalation within 14 days from the product being delivered by Logistic Service Provider to Seller's location.</p> <p>A ticket must be raised on Partner Portal</p> <p>Tickets not raised on the partner portal or tickets raised on the partner portal but not within the timeline defined above shall not be entertained as valid disputes.</p>	<p>1. the following details are required to be provided by Seller to MDPL:</p> <p>Order no. Myntra Return id Return Delivered Date (if appl.) Gate Pass / Bag ID no. Seller Name CCTV footage that clearly shows the shortage must be provided as an evidence for the shortage in RTS. All shortage disputes will be declined in the absence of a clear CCTV footage that shows the shortage without any amount of ambiguity.</p> <p>2. All tickets have to be logged through a form on Partner portal.</p>	<p>1. MDPL shall compensate the Seller provided MDPL agree to the clarification given by Seller and the Seller complies with the terms of the Policy.</p> <p>2. The compensation shall be calculated through the following formula: Compensation calculation for every shortage in the RTS will be as shown below.</p> <p>Compensation ** = Selling price including tax minus platform commission, forward fulfillment &amp; payment gateway charges.</p>

8	<p><b>Shipments not delivered to the seller: RTS/RTO/Lost order/Cancelled/Shipped shipment was never delivered back to seller</b></p> <p><b>(Seller observes that they have not received RTS/RTO/Lost order/Cancelled/Shipped order and there is a debit on their settlement report in case of RTS order)***</b></p>	<p>Ticket for missing shipment may be initiated by Seller post 60days till 120 days of return creation date in case of RTS/RTO creation date in case of RTO/lost date in case of lost orders/cancelled date in case of cancelled order/packed date in case of "packed &amp; shipped" shipments</p> <p>A ticket must be raised on Partner Portal</p> <p>Tickets not raised on the partner portal or tickets raised on the partner portal but not within the timeline defined above shall not be entertained as valid disputes.</p> <p>The Seller agrees to relinquish all rights over the said products without any compensation to the seller wherein claim is not raised between 60 to 120 days with respect to return creation date in case of RTS/RTO creation date in case of RTO/lost date in case of lost orders/cancelled date in case of cancelled order/packed date in case of "packed &amp; shipped" shipments</p>	<p>1. Details to be provided by Seller to MDPL:</p> <p>a. Order no. b. Myntra Return id(if appl.) c. Return Delivered Date (if appl.) d. Seller Name</p> <p>2. All tickets have to be logged through a form on Partner portal.</p>	<p>1. MDPL shall compensate the Seller provided MDPL agree to the clarification given by Seller and the Seller complies with the terms of the Policy.</p> <p>2. The compensation shall be calculated on the following formula: Compensation calculation for every shortage in the RTS/RTO/Lost/Cancelled/Shipped order will be as shown below. Compensation** = Selling price including tax minus platform commission, forward fulfillment &amp; payment gateway charges</p> <p>3. In the event Seller has been compensated under this Policy for the returned shipment/RTO/Lost/Cancelled/Shipped shipments and subsequently the Logistics Service Provider makes an attempt to deliver the shipment(s) to seller post 60 days (till 120 days of return date/RTO creation date/lost date/cancelled date/packed date in case of shipped shipments), Myntra reserves the right to recover the amount paid to Seller as compensation for such shipments under this Policy. For shipments delivered back to the Seller post 120 days and till 150 days from return date/RTO creation date/lost date/cancelled date/packed date in case of shipped shipments, 75% of the compensation paid is recovered</p> <p>3. Additional Conditions:</p> <p>a. In case Seller refuses to accept RTS/RTO/ Lost/Cancelled/Shipped shipments for any reason and if this has led to the delay, in such case MDPL will not compensate for the delay in RTS/RTO/ Lost/Cancelled/Shipped shipments. Seller is expected to accept the RTS/RTO/ Lost/Cancelled/Shipped shipments as delivered by MDPL. RTS/RTO not accepted by the Seller will not be stored at MDPL warehouse for more than 30 days ("Extended Timeline"). Post the Extended Timeline, the Seller hereby authorizes MDPL or its affiliates to liquidate the said Products without a prior notice and retain the proceed. The Seller agrees to relinquish all rights over the said Products without any compensation to the Seller and to not raise any dispute with MDPL thereafter, under any circumstances. The Seller shall be solely liable for any claim, losses, damages or costs whatsoever</p> <p>b. In the event that the Seller has been compensated under this Policy for a returned/RTO/ Lost/Cancelled/Shipped shipment and 150 days have lapsed from the Return date/RTO date/ Lost date/Cancelled date/Packed date in case of shipped items, the Seller hereby authorizes MDPL or its affiliates to liquidate the said Products at its discretion without a prior notice and retain the proceed. The Seller agrees to relinquish all rights over the said Products without any compensation to the Seller and to not raise any dispute with MDPL thereafter, under any circumstances. The Seller shall be solely liable for any claim, losses, damages or costs whatsoever</p>
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***\*\*Note: Compensation value under this Policy is independent of financial settlements of orders in the forward/return flow of transaction.***

***\*\*\* - From date of this policy amendment for the particular brand sold by the Large Seller with respect to which Large Seller had contributed more than INR 500 Crores to the Platform GMV in Calendar Year 2021, would be eligible to make compensation claims for shipments not delivered between 35 to 90 days from lost date in case of lost/cancelled date in case of cancelled/packed date in case of shipped shipments.***

***Also they would be eligible to make compensation claims for shipments not delivered between 60 to 120 days from Return creation date in case of RTS/RTO date in case of RTO shipments.***

***Compensation is clawed back if delivery is made to seller within 90 days from return creation date in case of RTS/RTO creation date in case of RTO/lost date in case of lost orders/cancelled date in case of cancelled order/packed date in case of "packed & shipped" shipments for the particular brand sold by the Large Seller with respect to which Large Seller had contributed more than INR 500 Crores to the Platform GMV in Calendar Year 2021***

***Also consolidation logic isn't applicable with logistics charges of single unit per packet being applicable for any compensation***

## Annexure 2

<b>DAMAGED</b>		
Category	Sub-Category	% of Myntra COGS*
All Apparel	All	25% However the percentage will be Flat 30% in place of 25% which shall be applicable from date of this Policy amendment for the particular brand sold by the Large Seller with respect to which Large Seller had contributed more than INR 500 Crores to the Platform GMV in Calendar Year 2021

Personal Care	Perfumes	100%
Personal Care	Cosmetics	100%
Jewelry	Fashion	30%
Jewelry	Silver	30%

Accessories & LTA	Women's HB	30%
Accessories & LTA	Trolley	50%
Accessories & LTA	Leather Products	40%
Accessories & LTA	Sunglasses (Labels)	30%
Accessories & LTA	Sunglasses (Brands)	55%
Accessories & LTA	Electronics	55%
Accessories & LTA	Watches and Wearables (Labels)	30%
Accessories & LTA	Watches and Wearables (Brands)	55%
Footwear	Sports	35%
Footwear	Leather	35%
Footwear	Casual/Canvas	35%
Footwear	Formal	35%

Home	Décor	30%
Home	Furnishing	30%
Home	Bath accessories	30%
Home	Lighting	30%
Home	Kitchen	30%

Toys and Games	Toys and Games	30%
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**Brand Seal tampered or opened cases:** The seller is expected to provide CCTV video footage of both packaging the product (at the time of initial shipping) and receiving of returns.

**Note: Damage compensation under this Policy for any products not belonging to the above category buckets shall be determined at the sole discretion of MDPL.**

*Note: The charges or tax components, which are mentioned in the various formulas on this document are not to be construed as actual charges or taxes, mainly because it is not a sale. It is only a guide for the seller to calculate the compensation value, which Myntra will pay the Seller to cover their losses. In the event of any doubt, Seller is encouraged to not make any assumptions, but create a ticket with Myntra's Seller Support and get the required clarity.*