

USER TERMS AND CONDITIONS

WHEREAS TECH E-STEEL SOLUTIONS PRIVATE LIMITED, a company incorporated under the provisions of the Companies Act, 2013 and “Tech E Steel” is the proprietary of Tech E Steel Solutions Private Limited. It is an e-commerce portal that facilitates and provides an online marketplace for selling and buying of all ferrous and non-ferrous products either through auction or standard product in a variety of shapes, sizes, quantity, quality, weight, condition and locations through transparent manner.

AND WHEREAS “User” or “Users” includes a person, proprietor, company, LLP, or any other form of a legally recognized entity that has access to the online marketplace either through web or through an app from a mobile, computer or from any device for browsing, buying and selling or trading or has any code (either a Trading Member or as Facilitator or as Referrer) to access the marketplace or is having any interest in the e-commerce marketplace or otherwise, for any purpose, has opted access e-commerce marketplace.

AND WHEREAS for this purpose, the e-commerce platform of Tech E Steel shall provide all the necessary information and details depending on the nature of the transaction and such details may include the pricing, postage, listing and other guidance for the ease to buy, sell, refer and facilitate the buying and selling of ferrous and non-ferrous products on the marketplace. However, such guidance is solely informational and it is the discretion of the users to follow such

information and Tech E Steel may facilitate in providing any further information required by the user for ease of transaction.

AND WHEREAS Tech E Steel does not guarantee the existence, quality, safety or legality of, goods advertised; the truth or accuracy of the content, listings or Feedback; the ability to bid; ability of sellers to sell goods; the ability of buyers to pay for the goods; or that a buyer or seller will actually complete a transaction or return goods. It is clarified that the contract for the sale is directly between buyer and seller. Tech E Steel does not have possession of anything listed or sold through Tech E Steel marketplace.

1. DEFINITIONS, ABBREVIATIONS, MEANINGS:

"Account": The account created by a user/facilitator/ referrer to access certain features and services on the e-commerce marketplace.

"Agreement": This refers to all the terms and conditions outlined by Tech E Steel that governs the use of the e-commerce website and its services.

"Auction" or "E-auction": The process by which user can place bids on the goods listed for sale on Tech E Steel's e-commerce marketplace.

"Automated Bidding" or "Auto Bidding" or "Auto Bid": A system that allows users to set a maximum bid amount, with the website automatically placing incremental bids on their behalf up to that amount.

"App" or Application" or "Mobile Application" or "Mobile App" means a software application of Tech E Steel e-commerce

marketplace that is designed to run on various platforms, including mobile devices, desktops, laptops or other web-based environments and devices.

“Buyer”: An individual or a business entity (proprietary, partnership, or a company or LLP or any such being i.e. recognised as a separate legal entity), that purchases the goods (including the one who intends to purchase the goods) on the e-commerce marketplace through any mode as permitted by Tech E Steel.

"Bid": An offer made by a user to purchase the goods listed for auction on Tech E Steel's e-commerce marketplace at a specified price.

"Code": Means any form of encryption the combination of the characters used to authenticate the access to the e-commerce marketplace of Tech E Steel.

"Content": All text written in any form, images, graphics, videos, and other materials available on the e-commerce marketplace.

"Facilitator": Refers to any entity that is person, proprietor, company, LLP, or any other form of a legally recognized entity that assists in the coordination and execution of transactions, communications, and other interactions between the users of the Tech E Steel online e-commerce marketplace. The facilitator's role may include providing support, ensuring compliance with terms and conditions, and enhancing the overall user experience. The facilitator does not directly participate in buying or selling activities but enables and streamlines these processes for users.

"Intellectual Property" or "Intellectual Property Rights" or "IPR": Refers to all Intellectual Property Rights, including trademarks, copyrights, designs and patents, associated with the e-commerce website and its content.

"Item" or "Goods" or "Product": Either in singular form or in plural- Any goods or services listed for auction on Tech E Steel's e-commerce marketplace or on its Application or its Software.

"Login Credentials" or "Login Details": typically refers to a set of unique identifiers used to authenticate and authorize access to the marketplace of Tech E Steel through a web-based system or mobile device or apps. It may include the personal ID, password, and any other unique biometric attribute (such as facial recognition or fingerprint) to access the services.

"Order": The request made by a user to purchase products from the e-commerce marketplace.

"Referrer": Typically means to refers to any entity that is person, proprietor, company, LLP, or any other form of a legally recognized entity that introduces or recommends or brings a user to use and carry out a transaction on the Tech E Steel e-commerce marketplace. A referral typically involves providing a unique referral code or link, which the new user must use when signing up. It does not directly participate in buying or selling activities, in capacity of a referrer.

"Reserve Price": The minimum price set by the seller for the goods listed for auction, below which the goods will not be sold.

"Seller": An individual or a business entity (proprietary, partnership, or a company or LLP or any such being i.e. recognised as a separate legal entity) that lists and sells goods (including the one who intends to purchase the goods) on the e-commerce marketplace through any mode as permitted by Tech E Steel.

"Software" means the Tech E Steel's web based automated software used for accessing Tech E Steel e-commerce marketplace.

"Third-Party Services": Services provided by external entities/vendors/parties that may be integrated with or linked to the e-commerce website.

"Transaction": The process of purchasing products from the e-commerce marketplace, including payment and delivery.

"Website" or "Site" or "E-commerce website" or "E-commerce marketplace" or "marketplace": Refers to the e-commerce website/e-commerce platform (www.techesteel.com) and all its associated web pages and services including its from as an Application and/or as a Software.

"Winning Bid": The highest bid placed on an item at the close of the auction.

2. General undertakings, terms and conditions:

A. In connection with Tech E Steel, whether for using or accessing the Services, or otherwise, in manner, you will not:

2.1 post, list or upload content(s) or items in any inappropriate categories or areas;

- 2.2 breach or circumvent any laws, third-party rights or e-commerce marketplace systems or policies;
- 2.3 sell any imitated/fake/counterfeit items or otherwise that may infringe the rights of any;
- 2.4 use Tech E Steel Services, if the user is not able to form legally binding contracts (such as, if the user is under 18 years of age), or user is temporarily or indefinitely suspended from using Tech E Steel Services or the user is a person with whom transactions are prohibited under economic or trade sanctions or by any directions/orders of any authority in law;
- 2.5 commit any default of the payment commitments;
- 2.6 fail to deliver the goods sold;
- 2.7 fail to comply with the terms posted in the listing;
- 2.8 be unreachable or uncontactable during the trade transaction until its full completion;
- 2.9 manipulate the price of any item and/or interfere with any other user's listings;
- 2.10 fail to comply with laws and applicable guidance on sale pricing and promotion of the goods;
- 2.11 post false, inaccurate, misleading, defamatory, libellous or illegal content;
- 2.12 take any action or do such acts that may undermine the Feedback or ratings systems;
- 2.13 transfer the account number or/and username to another party without Tech E Steel's consent;
- 2.14 share the user log in credentials with any third party(s);

- 2.15 distribute or post spam, unsolicited or bulk electronic communications, chain letters, or pyramid schemes;
- 2.16 use the contact information of other users for any purpose other than in relation to a specific Tech E Steel transactions on the Tech E Steel marketplace;
- 2.17 distribute viruses or any other technologies that may harm Tech E Steel, or the interests or property of others connected with Tech E Steel;
- 2.18 use any robot, spider, scraper, data mining tools, data gathering and extraction tools, or other automated means to access our Services for any purpose, except with the prior express permission of Tech E Steel;
- 2.19 bypass Tech E Steel's robot exclusion headers, or interfere with the working of Tech E Steel's Services, or impose an unreasonable or disproportionately large load on Tech E Steels' infrastructure;
- 2.20 infringe the copyright, trademark, patent, moral, database or other intellectual property rights (collectively, "Intellectual Property Rights") that belong to or are licensed to Tech E Steel. Some, but not all, actions that may be infringement are e.g., reproducing, performing, displaying, distributing, copying, reverse engineering, decompiling, disassembling, or preparing derivative works from content that belongs to Tech E Steel or someone else;
- 2.21 infringe any Intellectual Property Rights of Tech E Steel and of the parties that get affected by your use of the Services;
- 2.22 post any content that does not belong to you in law;

- 2.23 indulge or engage in any act resulting in violation or infringement of Tech E-Steel's and its affiliates owned rights, title and interests in intellectual properties, including, without limitation, all Tech E Steel trademarks, trade names, service marks, trade dress or other designation, copyrights, trade secrets, patents, designs, advertising material and all goodwill, if any, associated with any and all of the foregoing, in each case, whether presently existing or later developed by the Tech E Steel or its affiliates. Nothing contained herein shall give any right, title or interest in any Tech E Steel's Intellectual Property or, except as provided in the Agreement, any rights to use any Tech E Steel Intellectual Property in any way, including, without limitation, in any advertising, marketing or publicity materials of any kind;
- 2.24 Prejudice or impair the interests of the Tech E-Steel in the Tech E Steel Intellectual Property;
- 2.25 Challenge or assist others to challenge any of the Tech E Steel Intellectual Property or the registration thereof or attempt to register any trademark, trade name or any other mark confusingly similar to any of the Tech E Steel Intellectual Property.
- 2.26 Commercialise, anything contrary to the terms of this agreement, Tech E Steel's application or any information or software associated with such application except with the prior express written permission of Tech E Steel;
- 2.27 Harvest or otherwise collect or use information about users, such as email addresses, without their consent;

- 2.28 Circumvent any technical measures Tech E Steel uses to provide the Services;
 - 2.29 Misuse the name "Tech E Steel " and other Tech E Steel marks, logos, designs and phrases that Tech E Steel's uses it in connection with its Services as they are trademarks, service marks, or trade dress owned by Tech E Steel, unless it is expressly authorised by Tech E Steel in writing;
 - 2.30 Have any objection, at all times, that Tech E Steel will collect, use, process and store the information and share, on a need-to-know basis;
 - 2.31 Challenge the legality of its own actions under laws applying to user and the legality of any item user lists on any of Tech E Steel's marketplace.
- B.** In connection with Tech E Steel, whether for using or accessing the Services, or otherwise, in manner, you hereby acknowledge and agree:
- 2.32 To the subscription fee as demanded by Tech E Steel on the portal to create an account for using the e-commerce website and/or mobile App/ software;
 - 2.33 That the transactions, transaction price and all commercial terms such as dispatch of Products and / or Services are principal to principal bipartite contractual obligations between the buyer and the sellers of that particular transaction;
 - 2.34 To have no objection for the collection and release of payments, including settlement and clearance of payments is carried out through a third-party that is nominated or appointed by Tech E Steel at its sole discretion and further acknowledges that

currently Tech E Steel and NeML are contractually bound for the purposes of collecting and releasing of the payments hence, NeML is providing the facility for the completion of transactions;

- 2.35 That the payments of the transactions shall be routed through the banking channel of NeML. The final value of the sale will be deposited in the account of NeML by the buyer as per the schedule time required in a transaction. The seller shall receive the due amount from the sale consideration in its account from the banking channel of NeML subject to the successful completion of the transaction and issuance of OTN (Ownership Transfer Note) or GRN (Goods Received Note), as the case may be. The disbursement from NeML to the seller is subject to deduction of the Transaction fee by NeML from the sale consideration. The calculation of Transaction fee is at the discretion of Tech E Steel;
- 2.36 To have no objection for the collection and release of payments, including settlement and clearance of payments being carried out through any other entity, or a third-party or directly by Tech E Steel itself, in future;
- 2.37 To have no objection in case Tech E Steel at its sole discretion nominates or appoints any other entity in future for the collection and release of payments, including settlement and clearance of payments, carrying out the transactions, and such entity may collect, process, facilitate, and remit payments and/or the transaction price electronically, as the case may be,

from the users in respect of Transactions through payment facility;

- 2.38 That Tech E Steel is an independent entity for all purposes and does not have control of or liability for the Products or Services that are listed on the marketplace and paid for by using the payment facility;
- 2.39 That Tech E Steel and/or its representatives (whether self or third-party affiliated entities) shall visit the business premises of the user for the purpose of a physical audit and inspection and shall have the right to make inventory details, make reports and click photographs/make videos to be stored internally and be shared with others on a need-to-know basis;
- 2.40 That Tech E Steel is merely an organizer of the e-marketplace on the portal and provides a marketplace to the users. Therefore, user understands, accepts, and agrees that Tech E Steel is neither a banking nor financial service provider, and is merely a Service Provider providing an electronic, automated online channel to the users to carry out sale and purchase of metal products in transparent manner. Further, by providing payment facility, Tech E Steel neither acts as a trustee nor fiduciary with respect to transaction or transaction price;
- 2.41 You will comply, at all times, with all applicable laws of the land (including without limitation Foreign Exchange Management Act, 1999 and the rules made and notifications issued thereunder and the Exchange Control Manual as may be issued by Reserve Bank of India from time to time, Customs Act, 1962, Information and Technology Act, 2000 as amended by the

Information Technology (Amendment) Act, 2008, Prevention of Money Laundering Act, 2002 and the rules made there under, Foreign Contribution Regulation Act, 1976 and the rules made there under, Income Tax Act, 1961 and the rules made there under, Export Import Policy of government of India) applicable to them respectively for using payment facility and Marketplace;

- 2.42 That Tech E Steel reserves the right to decide the security deposit amount depending on the product, seller and buyer;
- 2.43 That Tech E Steel reserves the right to forfeit the security deposit amount if the user has failed to comply with the conditions of this agreement. However, in case of any dispute the same shall be governed by the dispute resolution mechanism as referred in the agreement;
- 2.44 That Tech E Steel will be charging for its services from the user from time to time. The user acknowledges that service charges are applicable to each transaction and these charges shall be determined on a transactional basis and shall be subject to the sole discretion of Tech E Steel. It also acknowledges and agrees that Tech E Steel reserves the right to modify, vary, or impose additional charges as deemed necessary, without prior notice, unless otherwise specified in a separate agreement. Further the user agrees that any applicable taxes, levies, or statutory fees shall be borne by the user;
- 2.45 That Tech E Steel, as an e-commerce marketplace, is required to deduct TCS on GST as per CGTS Act 2017 and TDS as per applicable Tax laws. All payment to sellers shall be made net of

such deductions as applicable. It is clarified that respective entities are responsible on their own for their due compliance of the Tax laws, rules & regulations that are in force from time to time. It is the sole responsibility of the entities to deposit GST (IGST/CGST/SGST) and such entity indemnifies Tech E Steel to that if there is any mismatch or default, then it will irrevocably be bound to resolve any such GST issue with immediate effect and without any delay, either with Tech E Steel or with any of its nominated/appointed/affiliated entity. Therefore, any lapse or default act by the entity shall not make Tech E Steel liable in any manner and it is duty bound/obligated to take all steps at its risk. All entities are under the legal obligation to pay all the taxes (as per the e-invoice, or any other requirement as per law), for the smooth and efficient process of availing tax credits by the users of the e-market place, and also for not being a defaulter to cause any interruption of the business transactions.

- 2.46 That Tech E Steel is purely a facilitator of the transactions between the buyer and seller and Tech E Steel does not provide any warranty or guarantee of the products listed on the marketplace/portal;
- 2.47 That in the event of breach of any of the conditions will have its legal consequences;
- 2.48 That Tech E Steel also reserves the right to ostracize any entity for any breach;

- 2.49 That Tech E Steel also reserves the right to ostracize any entity for any potential threat to itself or on any of its affiliates/third party entities/vendors/nominated entities etc;
- 2.50 That Tech E Steel also reserves the right to ostracize any entity at its sole discretion;
- 2.51 That if the user is a seller, it shall not fail to comply with its obligations to sell the goods in the manner listed by the seller on the marketplace;
- 2.52 That if the user is a buyer, it shall not fail to comply its obligations to make the complete payment within the timeframe as per the terms of purchase;
- 2.53 That in case of any dispute regarding the orders including but not limited to quality, quantity, refund or transaction issues etc., the disputing/objecting entity is required to contact the Grievance Officer of Tech E Steel within Two (2) working days and Tech E Steel, as the mediator shall make best efforts to resolve the disputes. However, Tech E Steel does not guarantee the resolution of the any disputes.
- 2.54 That Tech E Steel's mediation mechanism will be held as per the internal policy of Tech E Steel and will the process, including charges (if any) will be levied on case-to-case basis;
- 2.55 That Tech E Steel is not responsible if the mediation is a nonstarter or if there is non-settlement of any of the disputes, and all entities here indemnifies and holds Tech E Steel harmless against any such claims;

- 2.56 That Tech E Steel may consider the specific circumstances in applying Tech E Steel's policies and performance history of any entity whose issue is to be resolved.

3. Registration Process:

- 3.1 If you are registering with Tech E Steel as a business entity or on behalf of a business entity, you represent that you have the authority to legally bind that entity.
- 3.2 You must comply with all applicable laws relating to online trading.
- 3.3 Upon complete payment of the applicable subscription fee, Tech E Steel will commence providing Services on acceptance of this Agreement and by successfully generating the login credentials. However, Tech E Steel reserves its rights to terminate the Agreement without any notice if the user fails to comply to any its terms, conditions or undertakings or if the user breaches the terms or is believed to be a potential threat in any manner to Tech E Steel and its other users, affiliates, nominated entities, customers (existing or potential), entities, etc. Tech E Steel may recoup the cost of any Services to the point of cancellation.
- 3.4 If: (1) Tech E Steel believes that a user is violating any policy by Offering to buy or sell the listed products that are listed, outside of Tech E Steel's e-commerce marketplace, such person/entity may be subject to a range of actions, including limits on buying and selling privileges, facilitator privileges, referral privileges, restrictions on listings and account features, suspension of the account, application of the benefits attached as a referrer or facilitator for the introduction of seller or buyer

on the marketplace; (2) user is a seller and offers or references contact information or ask for the buyer's contact information in the context of buying or selling outside of Tech E Steel's e-commerce marketplace, such person/entity will be liable to pay the final value fee in consideration for the introduction to a buyer for that item on the Tech E Steel site, even if the item does not sell.

- 3.5 Tech E Steel may cancel or discontinue the Services of the unconfirmed accounts for various reasons, at its own discretion, that have been inactive for a period of 6 months. Additionally, Tech E Steel reserves the right to terminate all or part of our Services and/or not provide all or part of the Services to anyone for any reason and/or period of time, at its discretion.
- 3.6 The registration process will guide the user in respect of the category of registration. Tech E Steel provides the following categories of registration on the portal for any individual, proprietary, company, partnership, LLP/LLC or any other entity recognised in law.
 - a. **“Trading Member”** is a user who is trading on the e-commerce marketplace as a Buyer or Seller. The registration of such user will be under the category of a “Trading Member” of Tech E Steel. Once the registration is successfully completed by a trading member, the member shall be provided with the Log in Credentials as a “Trading Member”. A Trading Member can opt up to 3 user accounts i.e., Primary, Secondary and Tertiary and the Primary User of this particular account shall have the

control and restrictions on the usage of the Secondary and Tertiary User.

- b. **“Facilitator”** is a user may register itself as a “Facilitator” for which the “Facilitator” shall be provided with a “Facilitator Code”. This code is recognized by Tech E Steel for giving the benefits to the facilitator as and when it enters this code at the time of transactions.

It is clarified that all the registration as **“Trading Member”** and or as a **“Facilitator”** are subject to the payment of the subscription fee to Tech E Steel.

The third category of registration is of a **“Referrer”**

- c. **“Referrer”** is a user may register itself as a “Referrer” for which a “Referrer” shall be provided with a “Referrer Code” by Tech E Steel portal. This code is recognized by Tech E Steel for giving the benefits to the referrer as and when a user enters this code at the time of the transactions.

- 3.7 The registration process is completed only upon successful KYC verification. In case of failure of the KYC verification, the registration stands cancelled for such users.

4. Abusing Tech E Steel:

Without prejudice to the remedies available with Tech E Steel, Tech E Steel may limit, suspend, or terminate the user account(s) and access to its Services, restrict or prohibit access to, and the activities of such user, its Services, cancel bids, remove or demote or otherwise restrict the visibility of listings, delay or remove hosted content, remove any special status

associated with the account, reduce or eliminate any discounts, and take technical and legal steps to keep such person/entity away from using Tech E Steel's Services if:

- 4.1 the user is a potential threat in any manner or is likely to create problems or possible legal liabilities for Tech E Steel, its users, its suppliers or any other third parties associated with Tech E Steel;
- 4.2 such restrictions will improve the security of Tech E Steel or shall reduce Tech E Steel's or its other user's exposure to financial and legal risks and/or liabilities;
- 4.3 user is either infringing the rights of third parties or of Tech E Steel and is a potential threat for infringement in any manner whatsoever;
- 4.4 user is acting inconsistently with the letter and spirit of the Agreement or the policies of Tech E Steel or abuses/misuses/harasses/threatens Tech E Steel's employees or users in any manner;
- 4.5 despite reasonable endeavours, Tech E Steel is unable to verify or authenticate any information provided by the user; or
- 4.6 user has failed to make, or it is evident that user is unable to make, full payment of any fee due for Services of Tech E Steel by payment due date.
- 4.7 User is found to be in violation through the process handled by Tech E Steel that allow other users to report claimed violations and such observation is the sole discretion of Tech E Steel.

5. Fee:

a. Subscription Fee:

To use the services of Tech E Steel e-commerce marketplace, a one-time subscription fee to Tech E Steel is to be paid at the time of the registration. Tech E Steel reserves the rights to change the amount subscription fee, model and its validity from time to time at its sole discretion. User of the marketplace may also be required to pay additional charges/fees for Services availed by the user on the marketplace of which Tech E Steel reserves the right to impose. The Marketplace facilitates payments through one or more of: **(a)** net banking; **(b)** NEFT; **(c)** RTGS; **(d)** credit/debit card; and **(e)** e-wallets **(f)** UPI; or any other facilities as made available by Tech E Steel from time to time.

b. Transaction Fee:

- i. NeML [NCDEX e Markets Limited] is India's trusted leading fully integrated digital marketplace for all commodities and intangibles with a nation-wide network and is currently affiliated with Tech E Steel for the purposes of collecting, releasing of payments, including settlement and clearance of payments on the transactions on Tech E Steel marketplace. Tech E Steel and NeML are currently contractually bound for the purposes of collecting and releasing the payments in respect of the transactions between the buyer and the seller. It is clarified that the payments of the transactions shall be routed through the banking channel of NeML. The final value of the sale will be deposited in the account of NeML

by the buyer as per the schedule time required in a transaction. The seller shall receive the due amount from the sale consideration in its account from the banking channel of NeML subject to the successful completion of the transaction and issuance of OTN (Ownership Transfer Note) or GRN (Goods Received Note), as the case may be. The disbursement from NeML to the seller is subject to deduction of the Transaction fee by NeML from the sale consideration. The calculation of Transaction fee is at the discretion of Tech E Steel. The clearance and settlement shall be monitored and tracked by Tech E Steel.

- ii. All transaction payments made against the purchase of Products on the Marketplace i.e., Tech E Steel e-commerce platform shall compulsorily be in Indian Rupees (₹). The marketplace will not facilitate Transaction with respect to any other form of currency. The Marketplace facilitates payments through one or more of: **(a)** net banking; **(b)** NEFT; **(c)** RTGS; **(d)** credit/debit card; and **(e)** e-wallets or any other facilities available on the platform.
- iii. Use of the payment facility shall not render Tech E Steel liable or responsible for non-delivery, non-receipt, non-payment, damage, breach of representations and warranties, non-provision of after-sales or warranty services or fraud as regards the Products and / or Services listed on the Marketplace.

6. **Security Deposit:** The Buyers and Sellers are required to deposit a security amount with Tech E Steel in advance for every bid. The amount of security deposit shall be decided by Tech E Steel at its discretion and the user acknowledges to have no objection to decision of the amount of security deposit by Tech E Steel. This security deposit will always be an interest free deposit and it is mandatory to deposit it in the account of Tech E Steel for carrying out the transactions of buying and selling. Security deposit is separate from the transaction money of the sale. Tech E Steel reserves the right to decide the security deposit amount depending on the transaction, the products, seller and buyer. The user agrees that the decision regarding security deposit amount is the sole discretion of Tech E Steel and the decision of Tech E Steel shall be final and binding.

6.1 **Forfeiture Terms of Security Deposit acknowledged by the user:**

- a. Tech E Steel reserves the right to forfeit the security deposit in the event of any breach of the terms of this agreement and/or in the event of any misuser/abusing the Tech E Steel portal/marketplace/platform.
- b. Tech E Steel also reserves the right to forfeit the security deposit in the event of misrepresentation to Tech E Steel or any of its users, affiliates, nominated entities, vendors or such third-party entities that are connected with Tech E Steel in relation to a transaction of buying and selling.

- c. Tech E Steel reserves the right to forfeit the security deposit on account of default or fault resulting in failure of the successful completion of transaction.
- d. Tech E Steel reserves the right to forfeit the security deposit in the event Tech E Steel has suffered any loss or damage, whether monetary or otherwise to its reputation.
- e. Tech E Steel has the right to raise a claim and demand such other amount that the user is liable to pay over and above the Security deposit amount and this additional amount will be construed as an admitted liability of the User and the User is bound to pay it to Tech E Steel.
- f. Tech E Steel reserves the right to forfeit the security deposit in the event the user has adopted any unlawful or illegal means to have access to the portal or is involved in any such unlawful and illegal act for the purposes of carrying out trade and transactions at the portal of Tech E Steel.

6.2 Interest Free Security Deposit: Tech E Steel may utilise the security deposit in any manner that is appropriate for you hereby give your no objection to Tech E Steel. The amount towards the security deposit is an interest free security deposit and the refund of the security deposit is subject to the due compliance of this agreement, Forfeiture Terms, Refund Conditions as set out hereunder.

7. Refund of Security Deposit: The Security Deposit will be held by Tech E Steel and shall be refunded, subject to the due compliance of this agreement, Forfeiture Terms, Refund

Conditions without any interest on it, by Tech E Steel. For the claim of refund, it is mandatory that:

- 7.1 There is an entitlement of the refund of the security deposit upon the successful completion of the trade and transaction between the buyer and seller wherein GRN or OTN, as the case maybe is executed by buyer and Seller respectively;
 - 7.2 to send a written request to Tech E Steel for refund of the security deposit. Upon such request, whether written or oral, Tech E Steel may continue to retain the security deposit amount for future transactions. However, in case Tech E Steel demands an additional amount to be paid over and above the security deposit amount already deposited, then the said amount is required to paid the over and above the previously deposited security deposit. The money paid over and above the initial security deposit will also be considered as 'security deposit' and its refund as and when requested for, is also subject to the same conditions as stated above.
- 8. Setoff:** It is specifically agreed and acknowledged that in the event of any amount becoming recoverable, payable to Tech E Steel, pursuant to any Services availed or Products purchased on the Marketplace, in such scenario Tech E Steel shall be entitled to recover such amount by deducting from an advance/deposit, in part or in whole, for any sum payable or thereafter becoming payable in favour to Tech E Steel for Services availed or Products purchased on the Marketplace, in furtherance of a Transaction, including any past or future Transactions, on the Marketplace. In the event the amount so

deducted by Tech E Steel is not sufficient to cover the full amount recoverable by Tech E Steel, then, on demand by Tech E Steel such payment of such remaining amount will be paid to Tech E Steel immediately. However, the obligations are not fulfilled, Tech E Steel shall have the right to recover such amount legally and shall also have the right to limit, suspend, or terminate the account(s) and access to its Services, restrict or prohibit access to, and the activities, its Services, cancel bids, remove or demote or otherwise restrict the visibility of listings, delay or remove hosted content, remove any special status associated with the account, reduce or eliminate any discounts, and take technical and legal steps to keep such person/entity away from using Tech E Steel's Services.

- 9. Bank Instruments and Transfers:** All online bank transfers (National Electronic Funds Transfer (NEFT) and real-time gross settlement (RTGS) from valid bank accounts are processed using the payment gateway provided by the respective issuing bank which supports payment facility to provide these Services. All such online bank transfers are also governed by the terms and conditions agreed to between the payer and the respective issuing bank under the guidelines of Reserve Bank of India.
- 10. Credit/Debit cards:** All valid credit/debit/cash card/ and other payment instruments are processed using a credit card payment gateway or appropriate payment system infrastructure and the same will also be governed by the terms and conditions agreed with the respective issuing bank and payment

instrument issuing company. The information provided by a payer will not be utilized or shared with any third party unless required in relation to fraud verifications or by law, regulation or court order. The account holder will be solely responsible for the security and confidentiality of their credit/debit card details. Tech E Steel expressly disclaims all liabilities that may arise as a consequence of any unauthorized use of the one's credit/debit card. Tech E Steel strongly recommends using one's own credit/debit card for Transactions.

11. E-wallets: Payments through e-wallets are processed through third party service providers. The same will also be governed by the terms and conditions agreed with the respective payment instrument issuing company.

12. Payment Facility:

12.1 Buyers may also avail financing facilities from financial partners at the time of making the payment, if any, in which case the payments will directly be received from such financial partners. Tech E Steel and NeML are neither responsible nor guarantees, in any manner, the assurance of grant and disbursement of the financial facility to anyone. In case a financial partner fails to disburse the payment to anyone, then it is the liability of that particular person/entity to make the full payment as and when demanded by Tech E Steel or as is required for the purposes of completion of the transaction. Tech E Steel and NeML are neither responsible nor guarantees, in any manner, the assurance of grant and disbursement of the financial facility to anyone. A borrower undertakes to honour all

terms of such financiers and to promptly make payments when due to the financiers depending on the terms and conditions of the agreement with such financial partners. Tech E Steel stands indemnified against any breach of terms by the borrower with respect to the financing availed. If the borrower is in breach of terms with respect to the financing availed, then Tech E Steel reserves the right to either suspend the account or disable the access to the portal/app of such entity. Such access may be restored at the sole discretion of Tech E- Steel.

- 12.2 Tech E Steel, at its sole discretion, may from time to time, and pursuant to applicable laws, provide necessary information as deemed appropriate to facilitate the third-party financing based on explicit request. In case Tech E Steel has provided such credit history on the finance facility availed by a user, and the user fails to make required payments, Tech E Steel shall have the right to recover such defaulted amount and also recover legal, out of pocket, and incidental costs and expenses from the user.
- 13. Logistics and Fulfilment Services Policy:** Applicable transportation/freight charges are separate from the total value of the transaction and are dependent on the logistics facility provided by the relevant seller listed on the Marketplace. Delivery times are influenced by Product availability, geographic location, user's shipping destination and the seller's logistics partner's time-to-deliver to users' location.
- 14. Listing Conditions:** For listing the goods, it is mandatory that:

- 14.1 User is responsible for the accuracy, content and legality of the goods listed including listing content created by using the tools offered by Tech E Steel or third parties such as translation, image editing and generative artificial intelligence tools and agree to list the products that are intended to be sold on the marketplace of Tech E Steel and shall not list any product or details of any product that are considered as prohibited, restricted and any other product that are deemed to be unlawful as per the existing law;
- 14.2 User's listing may not be immediately searchable by keyword or category. Tech E Steel does not guarantee exact listing durations;
- 14.3 Content of user's listing is subject to be modified, obfuscated or deleted at Tech E Steel 's discretion if such content violates, abuses or contrary to the letter and spirit of this Agreement or otherwise;
- 14.4 Tech E Steel may revise product data associated with listings to supplement, remove, or correct information;
- 14.5 Tech E Steel, at its sole discretion, may add content to listings, for example, photographs/video to advertise Tech E Steel programmes and/or Services;
- 14.6 Tech E Steel strives to create a marketplace where buyers find what they are looking for. Therefore, the appearance or placement of listings in search and browse results will depend on a variety of factors, including, but not limited to: buyers' location, search query, browsing site and history; item's

- location, listing format, price and shipping cost, terms of service, end time, history, and relevance to the user query;
- 14.7 Some advanced listing upgrades may only be visible on certain Tech E Steel Services;
- 14.8 Meta-tags and URL links that are included in a listing will be removed or altered so as to not affect third-party search engine results;
- 14.9 Tech E Steel may provide user with some optional recommendations to consider when they are creating the listings. To drive the recommendations experience, user agrees that Tech E Steel may display the sales and performance history of user's listings to others;
- 14.10 Tech E Steel may advertise the Services and provides other third parties with access to user listings and content for this purpose;
- 14.11 Artificial Intelligence-based tools may be used by Tech E Steel or offered to you to use; the availability and accuracy of these tools and content are not guaranteed by Tech E Steel;
- 14.12 When providing the content (including causing content to be posted using our Services) to Tech E Steel, user grants a non-exclusive, worldwide, perpetual (or for the duration of any copyright or other rights in such content), irrevocable, royalty-free, sublicensable (through multiple tiers) right to use the content (including, without limitation, creating and using derivative works). Tech E Steel may in particular use the content of user, including any photographs/videos uploaded, for marketing and promotional purposes. This includes (i) offering it to other sellers to use in their listings, and (ii) displaying it to

other Tech E Steel users as part of the browsing experience on Tech E Steel. Tech E Steel will also be allowed to keep a copy of any content (including photographs/videos) user uploads at the Tech E Steel marketplace for subsequent use for these purposes. User authorises Tech E Steel to exercise any and all copyright, trademark, publicity, database or other intellectual property rights user has in or to the content in any media known now or developed in the future for these purposes. Further, to the fullest extent permitted under applicable law, user waives the rights in the content and promise not to assert such rights or any other intellectual property rights user has in the content against Tech E Steel, Tech E Steel's entities and agents including assignees.

15. Purchase Conditions: When buying the goods, user agrees to comply with the rules that:

- 15.1 They are responsible for reading the full description of the goods listing before making a bid or commitment to buy;
- 15.2 Unless otherwise expressly stated by Tech E Steel on the marketplace, user enters into a legally binding contract to purchase an item when user commits to buy an item, or if user has the winning bid (or the bid is otherwise accepted);
- 15.3 Unless otherwise specified by law, user is responsible for all taxes (including but not limited to the tax amount itself, as well as any penalties, fines, charges, or late payment interest) related to user's sales on the Tech E Steel portal, wherever applicable, and user agrees to use the Services in accordance with the Indian Tax Law regime.

- 15.4 It is deemed to have been understood that the user has visually inspected the goods under the lot/lots and has made the bid fully understanding the quality of the goods and shall not challenge this aspect at the later stage.
- 16. Return:** Buyer must check for packaging for any tampering or damage or difference in the quality and/or quantity once the goods are delivered and prior to signing the GRN. If it comes to the knowledge of the buyer that the packaging is tampered or that the goods received are damaged, the buyer can check the product to verify if the goods received are in proper condition. In case, the goods are damaged, the buyer has to intimate the Grievance officer of Tech E Steel within four (4) hours of receiving such goods. Tech E Steel shall try to resolve the issue amicably within a period of thirty (30) days. However, Tech E Steel does not guarantee any solution and is merely a mediator.
- 17. Limitation of Liability:** TECH E STEEL NOR ITS AFFILIATES OR REPRESENTATIVES SHALL BE LIABLE FOR ANY INDIRECT, INCIDENTAL, SPECIAL, PUNITIVE OR CONSEQUENTIAL DAMAGES OR FOR ANY LOST OR IMPUTED PROFITS OR REVENUES OR LOST DATA OR COSTS OF COVER ARISING FROM OR RELATED TO THE AGREEMENT, OR TECH E STEEL'S AGREEMENT WITH THE USER/FACILITATOR/REFERRER REGARDLESS OF THE LEGAL THEORY UNDER WHICH SUCH LIABILITY IS ASSERTED AND REGARDLESS OF WHETHER A USER/FACILITATOR/REFERRER HAS BEEN ADVISED OF

THE POSSIBILITY OF ANY SUCH LIABILITY, LOSS OR DAMAGE. TECH E STEEL'S IS HEREBY NOT LIABLE FOR ANY DAMAGES.

- 18. Disclaimer:** ITS IS SPECIFICALLY ACKNOWLEDGED THAT TECH E STEEL SERVICES ARE PROVIDED ON AN "AS IS" BASIS AND THAT, NOTWITHSTANDING ANY OTHER ORAL OR WRITTEN COMMUNICATIONS WITH TECH E STEEL ABOUT OR IN CONNECTION WITH ANY SERVICES, TECH E STEEL MAKES NO WARRANTIES, WHETHER EXPRESS OR IMPLIED, INCLUDING WITH RESPECT TO THE SERVICES, INCLUDING, WITHOUT LIMITATION, ANY WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, NONINTERRUPTION OR AVAILABILITY OF THE SERVICES, OR NON-INFRINGEMENT OF THIRD PARTY RIGHTS. NOTWITHSTANDING ANYTHING IN THIS AGREEMENT TO THE CONTRARY, TECH E STEEL IS NOT LIABLE TO USER, FACILITATOR, REFERRER WHATSOEVER AS A RESULT OF OR IN CONNECTION WITH THE DISCONTINUANCE, UNAVAILABILITY, OR FAILURE OF THE SERVICES.
- 19. Force Majeure:** Tech E Steel shall not be liable for any failure or delay in its performance under this Agreement, including payment obligations, either directly or indirectly, including failure to comply with payment obligations due to a Force Majeure Event. If a Force Majeure Event prevents Tech E Steel's performance of its part of the Agreement, then Tech E Steel at its sole discretion may postpone its obligations to a later date

and notwithstanding anything contained in the Agreement, the Term thereof shall be accordingly revised. The user/facilitator/referrer shall where required, will mandatorily cooperate with Tech E-Steel to execute any documents that may be required to give effect to the same.

For purposes of this Agreement, “**Force Majeure Event**” means an unforeseeable event beyond a Tech E Steel’s reasonable control, including but not limited to, acts of war; acts of God; pandemics and its impacts; cyber-attacks, earthquake; flood or extreme weather conditions; embargo; riot; sabotage; terrorist acts, emergency, or government actions.

- 20. Content Disclaimer:** Tech E Steel attempts to offer reliable data but cannot promise that the content provided through the Services will always be available, accurate, complete and up-to-date. It is agreed that Tech E Steel is not responsible for examining or warranting the listings or content provided by third parties through the Services and that user will not hold or attempt to hold Tech E Steel or its product data providers liable for inaccuracies. If one chooses to use catalogue content and/or product data in connection with product listings, it is agreed and understood to ensure that the content is directly associated with product listings and remains accurate, and that user continues to fully comply with this Agreement and all Tech E Steel policies. The catalogue and product data includes copyrighted, trademarked and other proprietary materials. User agrees not to remove any copyright, proprietary or identification markings in the catalogue or product data or

create any derivative works based on that data (other than by including the data in product listings).

21. Data protection and Privacy:

- 21.1 Data protection and Privacy is applied for the use of the website and all Tech E- Steel applications, services (including payment services), products and tools (collectively the "Services") provided by Tech E Steel or its affiliates. This Privacy Notice applies regardless of how one accesses or to use the Services, including access via mobile devices, computers such as laptops and desktops, tablets and apps.
- 21.2 Compliance with all applicable laws of Data Protection and Privacy is mandatory and Tech E Steel Policies is very particular for the compliance of the laws relating to Data Protection and Privacy in respect of using the e-commerce marketplace. Therefore, anyone accessing the marketplace is required to comply with the laws of land (including without limitation Information Technology Act, 2000 as amended by the Information Technology (Amendment) Act, 2008, Indian Contract Act 1872, Copyright Act 1957, Indian Penal Code and Bharatiya Nyaya Sanhita, 2023, Prevention of Money Laundering Act, 2002 and the rules made there under, Foreign Contribution Regulation Act, 1976 and the rules made there under, Income Tax Act, 1961 and the rules made there under, Export Import Policy of government of India) applicable to them respectively for using payment facility and Marketplace.
- 21.3 Tech E Steel shall process personal data received under and/or in connection with this Agreement each as a separate and

independent controller. In no event will anyone and Tech E Steel, process the personal data under and/or in connection with this Agreement as joint controllers or in a controller-to-processor relationship. As such separate and independent controllers, everyone shall be individually and separately responsible for complying with the obligations that apply as a controller under applicable Data Protection Laws and Rules.

- 21.4 Failure to abide by the aforementioned obligations may result in legal actions and disciplinary action including account suspension.
- 21.5 Tech E Steel shall process personal data received from any entity exclusively for the purpose(s) for which the personal data is given under and/or in connection with this Agreement.
- 21.6 Tech E Steel may be sharing some relevant information that is provided by an entity having access to Tech E Steel's e-commerce marketplace, only for the processing of the transactions (in particular, the contact information of the other user involved in a transaction) as well as aggregated information on the performance and analysis of the listings, which are partly related to the data of other users of Tech E Steel Services.
- 21.7 When the Services of Tech E Steel are used, Tech E Steel and its authorised third parties make use of cookies and similar technologies with a better, faster and safer user experience or to show personalised advertising.
- 21.8 Tech E Steel protects the personal data shared with it to minimise risks associated with data loss, misuse, unauthorised

access and unauthorised disclosure and alteration. To this, Tech E Steel uses network security services as well as physical access restrictions for the data centres and logical access controls for data and systems access.

22. Correcting mistakes in payments to buyers and sellers:

Tech E Steel reserves the right to fix any processing errors discovered. These actions will be taken as early as possible upon detection of the error. Tech E Steel will correct any processing errors by debiting or crediting the payment method used for that particular transaction.

23. Payment details:

- 23.1 The use of payment gateway is a prerequisite for using the Services of Tech E Steel marketplace. It is mandatory for everyone to intimate Tech E Steel regarding the payments made on the e-commerce website.
- 23.2 The contract for sale underlying the purchase of goods is concluded between seller and the buyer. User may pay for such goods using those payment methods that are available on the payment gateway. The payments will be made on users selected payment method. Tech E Steel is not responsible to anyone in the event that a transaction is declined, frozen, or held for any reason including for suspected fraud, KYC compliance, software outage or outage for any reason beyond control including technical issues in connection with Tech E Steel 's or NeML's or such other entity(s) risk controls or due to potential violations of payments entity, or a policy of one of the payments entity's third-party payments services providers.

- 23.3 Tech E Steel and such other payment entity or their affiliates may save payment information, such as credit card or debit card numbers, and card expiration dates etc. Such stored payment information may be used as your default payment method for future transactions.
- 23.4 At any time, the payment method can be updated, at which point the new payment information shall be stored as the default payment method. However, Tech E Steel is not responsible for maintaining the accuracy of information such stored information/ updated information as it is based on information provided to Tech E Steel, or other payments services providers.
- 23.5 All entities having access to Tech E Steel e-commerce marketplace agrees to comply with, and not cause a third party to violate, all applicable laws, regulations, rules, terms and conditions in connection with the use of payments. It is also agreed that some third parties, such as credit and debit card issuers, credit and debit card networks and payments services providers, may have their own terms and conditions for the payment or settlement methods in connection with payment transactions. Failure to abide by third-party terms and conditions may result in some extra charges or other actions taken by such third parties, hence Tech E Steel, NeML or such other entity that may be appointed for clearance and settlement of payments, have no control over or responsibility or liability for such fees or actions.

24. Liability:

- 24.1 Tech E Steel keeps its Services safe, secure, and functioning properly, but cannot guarantee the continuous operation of or access to our Services. Bid update and other notification functionality in Tech E Steel 's Services may not occur in real time and is subject to delays beyond Tech E Steel 's control.
- 24.2 Tech E Steel (including subsidiaries, affiliates, directors, agents and employees) shall not be liable to you in contract, including negligence, deficiency or otherwise for any business losses, such as loss of data, profits, revenue, business, opportunity, goodwill, reputation or business interruption or for any losses which are arising, directly or indirectly from the following:
- A. Liability on Tech E Steel not fastened for the use of or inability to use Tech E Steel Services;
 - B. Liability on Tech E Steel not fastened for pricing, postage or other guidance provided by Tech E Steel;
 - C. Liability on Tech E Steel not fastened for delays or disruptions in Tech E Steel Services;
 - D. Liability on Tech E Steel not fastened for viruses or other malicious software obtained by accessing, or linking to, Tech E Steel Services;
 - E. Liability on Tech E Steel not fastened for glitches, bugs, errors, or inaccuracies of any kind in Tech E Steel Services;
 - F. Liability on Tech E Steel not fastened for damage to user's hardware device from the use of any Tech E Steel Service;
 - G. Liability on Tech E Steel not fastened for the content, actions, or inactions of third parties, including goods listed using

Tech E Steel Services or the destruction of allegedly fake goods/items;

H. Liability on Tech E Steel not fastened for suspension or other action taken with respect to user's account or breach of the abusing section;

I. Liability on Tech E Steel not fastened for the duration or manner in which user's listings appear in search results; or

J. Liability on Tech E Steel not fastened if users need to modify practices, content, or behaviour or user's loss of or inability to do business, as a result of changes to this Agreement or Tech E Steel's policies. Although Tech E Steel uses techniques that aim to verify the accuracy and truth of the information provided by users. However, guarantying full verification on the internet is difficult. Tech E Steel cannot and does not confirm, and is not responsible for ensuring, the accuracy or truthfulness of user's purported identities or the validity of the information which they provide to Tech E Steel or post on Tech E Steel's portal.

25. Compensation: Tech E Steel (and our officers, directors, agents, subsidiaries, joint ventures and employees) is entitled for full compensation for any losses or costs, including legal fee that Tech E Steel incurs out of any breach of this Agreement, or for improper use of Tech E Steel 's Services or violation of any law or the rights of a third party associated with Tech E Steel in connection with its services.

26. Dispute Resolution:

- 26.1 If a dispute has arisen with Tech E Steel, Tech E Steel strongly encourages to first contact Tech E Steel directly to seek a resolution. Tech E Steel is available to submit complaints and other inquiries. Tech E Steel, through its Grievance Officer, will consider reasonable requests to resolve the disputes through alternative dispute resolution procedures. At the first instance Tech E Steel shall make the attempt to resolve the disputes through mediation. However, in the event the disputes are not resolved, parties are bound to resolve the disputes through arbitration, as alternative to litigation, as per the Arbitration and Conciliation Act 1996 by a sole Arbitrator having seat at Mumbai, Maharashtra.
- 26.2 Any claim, dispute or matter arising under or in connection with the Agreement shall be governed and construed in all respects by the laws of India. Parties hereby agree to submit to the non-exclusive jurisdiction of the Indian courts in respect of the arbitration agreement.
- 26.3 **Governing Law:** The Terms and use of the Service and the Agreement are governed by and construed in accordance with the laws of India without regard to its conflict of law principles. The courts at Mumbai, India shall have the sole and exclusive jurisdiction.
- 27. Severability:**
- 27.1 The headings in this agreement are for reference to the context within and may vary in some manner. Therefore, for the correct and true interpretation, the main content of the clause is to be read instead of relying on the heading of the clause.

27.2 If any provision of this Agreement is held to be invalid, void or for any reason unenforceable, such provision shall be struck out and shall not affect the validity and enforceability of the remaining part of the Agreement. It is further clarified that headings are for reference purposes only and do not limit the scope or extent of such section.

28. Acknowledgment of Additional Terms and Conditions:

28.1 Tech E Steel may at any time and without notice set-off any of the amounts held in Tech E Steel user's accounts for any due, fee, charges or other amounts that is due to Tech E Steel and (unless prevented by insolvency law) any such amounts user owes to the other members of the Tech E Steel group (including, without limitation, in respect of any services provided by any member of the Tech E Steel group). Tech E Steel's right to set-off means that Tech E Steel may deduct such fee, charges or other amounts mentioned in this paragraph from the security deposit.

28.2 Tech E Steel may assign your rights and obligations under this Agreement without your prior express consent, provided that Tech E Steel assigns the Agreement that are no less advantageous to you.

28.3 Tech E Steel's failure to act with respect to a breach by user or others does not waive Tech E Steel's right to act with respect to subsequent or similar breaches.

28.4 In case of any dispute with one or more entities, such parties will release Tech E Steel (and Tech E Steel's affiliates and subsidiaries, and Tech E Steel and its respective officers,

directors, employees and agents) from claims, demands and damages (actual and consequential) of every kind and nature, known and unknown, arising out of or in any way connected with such disputes.

- 28.5 Tech E Steel may amend this Agreement at any time and all amended terms shall automatically be effective from the date of publishing. The continuous use of Tech E Steel's Services after the effective date of the amended terms constitutes its acceptance.
- 28.6 The policies posted on Tech E Steel's marketplace may be changed from time to time. Changes take effect as and when Tech E Steel posts them online.
- 28.7 No agency, partnership, joint venture, employee-employer or franchiser-franchisee relationship is intended or created by this Agreement.
- 28.8 Tech E Steel 's works to ensure that listed goods do not infringe upon the copyright, trademark or other intellectual property rights of third parties. If you believe that your intellectual property rights have been infringed, please notify Tech E Steel immediately and Tech E Steel will investigate the same on immediate basis.
- 28.9 The Agreement and all policies of Tech E Steel's e-commerce marketplace supersedes all prior understandings and agreements of the parties.

29. Claims:

- 29.1 In case of any dispute between the buyer and seller, the same shall be intimated to the Grievance officer of Tech E Steel within

a period of 2 (Two) working days from the receipt of the goods and the Grievance officer of Tech E Steel shall try to resolve the dispute amicably between the buyer and seller.

- 29.2 In case of any dispute regarding the orders placed including but not limited to quality, quantity, refund or transaction issues etc., the disputing party is required to contact the grievance officer of Tech E Steel within 2 (two) working days from the receipt of the goods and Tech E Steel, as a Platform shall make best efforts to Mediate and resolve the disputes. However, Tech E Steel gives no guarantee of the resolution of the any disputes and Tech E Steel is not responsible for non-settlement of any of the disputes and Tech E Steel stands indemnified and harmless against any such claims.

30. Grievance Cell:

In case of any disputes, the Grievance officer shall be contacted immediately within 2 (Two) working days. The email of the Grievance officer of Tech E Steel:

Email ID: info@techesteel.com

- 31. Notices:** Notices sent to either party by registered mail shall be deemed to have been received by that party.