

Drobb Supplier Policies

1. Pricing Policy

Effective Date: July 4, 2025

- Suppliers on Drobb have full control over their product pricing. Drobb will never interfere with pricing decisions.
- Drobb charges a flat 9% commission on every successful sale - this rate is locked for lifetime from the date of onboarding.
- Suppliers are encouraged to set competitive and transparent prices, inclusive of applicable taxes.
- Drobb does not mark up, manipulate, or discount supplier pricing without explicit consent.

2. Shipping Policy

Effective Date: July 4, 2025

- All logistics and delivery will be handled through Drobb's logistics partner - Delhivery.
- Suppliers are required to fund their shipping wallet on Drobb's supplier panel in advance.
- Shipping charges per order will be automatically debited from this wallet based on weight and zone.
- Suppliers must dispatch products within 48 hours of receiving an order.
- Proper and secure packaging is mandatory. Drobb is not responsible for damage due to inadequate packaging.
- If an order is cancelled before dispatch, the delivery fee (if already deducted) will be refunded to the supplier's wallet.

3. Terms & Conditions (Supplier Agreement)

Effective Date: July 4, 2025

By registering on Drobb's Supplier Panel, you agree to the following:

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- You grant Drobb the right to use your sales and performance data to power its AI/ML algorithms for performance optimization.
- You commit to fulfilling all orders on time and maintaining product quality.
- Drobb will charge no more than 9% commission on any transaction, for the lifetime of your association.
- You are responsible for keeping your shipping wallet funded to avoid delays.
- You must accurately describe your products, provide clear images, and update stock in real time.
- Drobb reserves the right to delist products or suspend accounts for repeated policy violations or customer complaints.
- You agree not to contact customers directly or redirect them outside the Drobb ecosystem.

4. Privacy Policy (for Suppliers)

Effective Date: July 4, 2025

- Drobb collects supplier information such as name, GST, contact info, bank details, sales data, and product listings.
- This data is used for operational, financial, and AI/ML purposes to enhance your experience and sales performance.
- Drobb will never sell or share your data with third parties without consent, except as required by law.
- All data is encrypted and stored securely.
- You may request deletion of your data and account at any time, subject to settlement of dues and deliveries.

5. Cancellation & Refund Policy

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- Customer Cancellations:
 - If a customer cancels before dispatch, the full amount will be refunded to the customer.
 - Any delivery fee already deducted will be credited back to your wallet.

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- Returns Policy Options for Suppliers:

- You can choose between:

1. 7-Day Return: Customers can return the product within 7 days of delivery.
2. No Return: The product will be marked as "non-returnable" on the app.

- Return Flow (if applicable):

- Once the returned item reaches you and you confirm its condition, Drobb will process the refund to the customer.

- If you do not approve the return due to damage or wear, you must notify Drobb within 48 hours of receiving it.

- Excessive return rates, fraudulent returns, or delays in return handling may lead to account review or penalties.