

## 5. Payment Term

- 5.1. Process: Periodically MARS will disburse the amount of sold product of a seller to his listed account as per his request from his dashboard (Request for transaction) in Bangladeshi taka as well as he can update his bank information from the dashboard setting. Seller can see all this transactional detail from his dashboard “View all transaction”. Seller has to request through the platform for his payment after a certain period of product shipment status. Payment for each product will be initiated after two weeks from the date of successful delivered to customer & in status of customer received.
- 5.2. Payment Request: Seller is not allowed to request payment before shipment of customer product received status or during product replacement request process. Seller will be able to do request for replacement while the transaction status will be closed.
- 5.3. Due Adjustment: Any due /adjustment/ due charges amount as stated each section or any charges stated any section at this agreement whichever applicable to seller abide by the terms & contacts any part under this agreement will be deducted from seller transactional payment amount while disbursing process to seller bank account; like any charges, product commission, penalization, refund amount as arise by customers, promotional / discount / bundle offer amount etc. whatever due, subject to MARS right as per this agreement.
- 5.4. Payment Failure: MARS is not liable for any payment failure to seller due to incorrect bank detail under the clause 2.3 as stated. For any payment adjustment clause no. 5.3 shall be applicable, return & replace policy will be applicable as stated to this agreement.
- 5.5. Compensation & Liability of MARS: In case of any seller product lost by MARS in courier process / transit, MARS will refund the product actual purchase amount in which price seller bought the product after

cross check the purchase invoice of seller. Regarding return product if any dispute raised by seller, MARS investigation team will review the issue & generate the fact to share with seller, if it's happened from customer end, MARS will not be liable in this regard on refund amount. If the fact stated disputed issues happened from MARS end, then MARS will reimburse the product actual amount to seller.

5.6. Seller Responsibility on any tax payment: MARS have right to deduct or withhold the payment under any government law of taxes, duties and also have right to remit the same to the government concern authority of any jurisdiction related to any transaction. Seller is solely responsible to bear all expense (the cost generated on product selling process through MARS platform, dropping product to MARS drop point up to selling customers, sales tax, except the courier charges will be bear by customer if applicable) and the payment whichever imposed by government authorities like taxes, value added tax (VAT), custom duties, excise tax, any yearly / monthly charges relate to his / her product /sell, import tax or manufacturing related any charge & taxes, not limited to, shall duly pay by seller whatever belongs to him / her or on his sourcing channels partner / contractor or manufacturer wherever it's imposed as governed by government. MARS shall not have any liability on above mentioned payment & generated cost.

5.7. Priority Deduction: Seller acknowledged that any payment due that need to be deducted by MARS from seller payment transaction, that shall prioritize to be deduct from the immediate payment transaction release from MARS end which will be processed on timely manner on payment period.

## 22. Payment Policy

22.1. In Addition to payment term clause no.5 including it's all points, Seller shall agree, acknowledge and confirm to follow payment policy guidelines.

## Payment Policy

<u>Category</u>	<u>Detail</u>
Payment Status	Seller can check their payment pending and success status in their dashboard report section. Transactional payment will be transferred to seller bank account as shared in seller profile after deduction of commission & other fees / charges /penalties whichever due at Seller.
Payment Cycle	Payment will be made bi-monthly basis as per payment terms. In case of any public holiday falls upon payment date, then payment will be released on upcoming working day.
Payment Recovery	From the successfully shipment received by customer of any product until any RMA request raise within 48 hours of successful shipment date, Seller can raise payment request of successful delivery product amount. In Case, on paid payment transaction after shipment by MARS to seller, later in any situation product return to MARS due to any customer disputes, then MARS will deduct equivalent amount including any penalties or charges applicable from seller next payment cycle or seller will return the same amount within 7 business days to MARS.
Payment Method	Amount will be paid direct to seller declared bank account which is associated with MARS seller account. Seller must keep their product chalan copy for all product which handed over to MARS for future reference if required for any clarification.
Counterfeit Items Penalty	Counterfeit Claimed by a customer if found valid for the seller items which is fake or not the same product which was given in site for sell, then penalty fee will be charged to seller which could be up to 70% of the product price.
Delivery failed / Returned Items	For any delivery failed product / return product missing and if seller not get it then MARS will compensate for that item.