

Grievance Redressal Policy

Billion Peoples Technologies | Bazako.com

E 12, Ramganga Vihar Phase 2, Moradabad, Uttar Pradesh – 244001, India

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Effective version: 2026

1. Purpose

This policy provides a transparent mechanism for customers, sellers and other affected users to raise complaints relating to orders, sellers, products, payments, delivery, refunds, content, privacy and platform conduct.

2. Grievance Officer

Name: [INSERT NAME] Designation: Grievance Officer Email: [INSERT EMAIL] Phone: [INSERT PHONE] Postal address: E 12, Ramganga Vihar Phase 2, Moradabad, Uttar Pradesh – 244001, India

3. Complaint channels

Website/app support ticket: [INSERT URL/PATH] Email: [INSERT SUPPORT/GRIEVANCE EMAIL] Postal complaint: E 12, Ramganga Vihar Phase 2, Moradabad, Uttar Pradesh – 244001, India

4. Complaint handling

Complaints should receive an acknowledgement within the legally prescribed period applicable to e-commerce entities, including the 48-hour acknowledgement requirement where applicable under the Consumer Protection (E-Commerce) Rules.

Complaints should be investigated and redressed within the applicable statutory timeline, including the one-month framework under the E-Commerce Rules where applicable.

5. Information to provide

Order ID, seller name, product, issue, date, photographs/documents and desired remedy. The platform may ask for reasonable additional information.

6. Escalation

Unresolved matters may be escalated internally to senior customer support/legal/compliance personnel and, where applicable, to statutory consumer or regulatory forums.

7. Seller complaints

Sellers may raise settlement, account, listing, policy or operational complaints through the seller support channel. Nothing prevents a seller from exercising rights available under contract or law.

8. Records

Bazako.com should maintain complaint tickets, communications, actions and outcomes for an appropriate retention period consistent with law and its retention schedule.

9. No retaliation

No person should be penalised merely for making a good-faith complaint or reporting a lawful compliance concern. Fraudulent or abusive conduct may be addressed separately.

10. Compliance basis

Consumer Protection Act, 2019 and Consumer Protection (E-Commerce) Rules, 2020, as applicable.

Legal Metrology Act, 2009 and applicable Packaged Commodities Rules.

Food Safety and Standards Act and applicable FSSAI regulations/guidance for food products.

BIS Act and applicable compulsory certification / Quality Control Orders where a product is covered.

Information Technology Act, 2000 and applicable IT Rules, including the 2026 amendments where applicable.

Digital Personal Data Protection Act, 2023 and Digital Personal Data Protection Rules, 2025, according to their phased commencement.

CCPA guidelines/advisories on dark patterns, misleading advertisements/endorsements and environmental claims, where applicable.

Legal note: This policy is drafted as a practical India e-commerce compliance document. It does not waive non-waivable statutory consumer, product-safety, tax, data-protection or other legal obligations, and it cannot guarantee that the firm, its partners, officers or personnel will never face statutory liability. Replace bracketed contact/operational fields before publication and obtain professional legal/tax review where practicable.