

Product Safety, Incident & Recall 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. Objective

Protect customers by identifying, restricting and responding to unsafe, defective, counterfeit or non-compliant products.

2. Seller obligations

Seller must comply with applicable safety standards, mandatory certifications, warnings, instructions, batch/lot traceability and recall obligations.

3. Incident triggers

Serious injury/incident; regulatory notice; credible safety complaint; counterfeit allegation; missing mandatory certification; repeated defect pattern; contamination; or any other material safety concern.

4. Immediate action

Bazako.com may pause listings, stop fulfilment, hold affected inventory/settlements where contractually and legally permissible, identify affected customers and seek seller/regulatory information.

5. Recall

Where recall is required or appropriate, Bazako.com may assist with customer communications, returns, refunds/replacements, listing removal and coordination with the seller and competent authority.

6. Evidence

Maintain order IDs, seller details, product SKU/batch/serial information, complaint evidence and actions taken, subject to applicable privacy and retention rules.

7. Customer remedy

Safety actions do not limit any statutory consumer remedy.

8. 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.

9. Contact

Safety/recall reporting: [INSERT SAFETY EMAIL]

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.