CUSTOMER GUIDELINES

For Purchase of Building Materials Through AAAH

Our platform is committed to providing customers with a convenient, transparent, and reliable online experience for sourcing building materials. Customers are requested to carefully read and follow the following guidelines while placing and receiving orders.

1. Customer Registration

- Customers should provide accurate and complete information while creating an account.
- The customer is responsible for maintaining the confidentiality of login credentials.
- Any change in contact details, delivery address, GST details, or billing information should be updated promptly.
- Customers should not share their account credentials with unauthorized persons.

2. Product Selection

- Customers should carefully review the product description, specifications, dimensions, grade, quantity, applicable taxes, brand/manufacturer details, and other relevant information before placing an order.
- Customers should ensure that the selected product meets the technical requirements of their project.
- Product images displayed on the platform are for general reference and may vary slightly from the actual product.
- Customers should contact customer support before ordering if any technical specification or product information requires clarification.

3. Quantity and Order Verification

- Customers should carefully verify the required quantity before confirming the order.
- Once an order is placed, the customer should review the order confirmation for product details, quantity, price, taxes, delivery charges, and delivery location.
- Any discrepancy should be reported to the platform immediately.

4. Pricing and Taxes

- The price payable shall be the price displayed at the time of order confirmation, subject to applicable taxes, freight, loading/unloading charges, and other charges expressly mentioned on the platform.
- GST and other applicable statutory charges shall be levied as per applicable law.
- Customers claiming input tax credit should provide correct and valid GST registration details.

5. Payment

- Customers should make payments only through the authorized payment methods provided on the platform.
- Customers should not make payments to any unauthorized individual or third-party account.
- Customers should retain payment confirmations, transaction references, invoices, and other relevant records for future reference.

6. Purchase Order / Order Confirmation

Where applicable, institutional or business customers should provide a valid Purchase Order (PO) containing:

- Customer's legal name and address;
- GSTIN, where applicable;
- Product description and specifications;
- Quantity;
- Agreed price;
- Delivery location;
- Required delivery schedule;
- Applicable taxes and commercial terms; and
- Authorized signatory details.

The order shall be processed subject to acceptance and confirmation by the concerned supplier/platform, as applicable.

7. Delivery Address

- Customers must provide a complete and accurate delivery address.
- The customer should ensure that the delivery location is accessible to the delivery vehicle.
- Any restrictions relating to vehicle entry, unloading, site access, timing, security clearance, or local permissions should be communicated in advance.
- Additional costs arising due to incorrect/incomplete delivery information or site-related restrictions may be charged to the customer, where applicable.

8. Delivery and Unloading

- Customers should ensure that an authorized representative is available at the delivery location to receive the material.
- The customer should arrange necessary manpower/equipment for unloading wherever unloading is not specifically included in the order.
- Delivery timelines are subject to product availability, transportation conditions, weather, traffic, site accessibility, and other circumstances beyond reasonable control.

9. Inspection at the Time of Delivery

Customers are advised to inspect the material immediately upon delivery for:

- Quantity;
- Product/brand;
- Visible damage;
- Packaging condition;
- Size and specifications; and
- Any apparent shortage or discrepancy.

Any visible shortage, damage, or discrepancy should be recorded on the delivery challan/e-POD and reported to customer support within the prescribed time.

10. Acceptance of Material

- Signing the delivery challan or electronic Proof of Delivery (e-POD) confirms receipt of the material, subject to any discrepancies specifically recorded at the time of delivery.
- Customers should not sign a delivery document as "received in good condition" without reasonably checking the delivered material.
- Concealed defects or quality issues that could not reasonably be identified at delivery should be reported promptly after discovery.

11. Quality and Technical Requirements

- Customers should verify that the material ordered is suitable for the intended application.
- Where applicable, customers should verify relevant BIS/IS standards, grades, test certificates, technical specifications, and project requirements before placing an order.
- Where a specific technical standard or certificate is mandatory for the project, the customer should communicate the requirement before order confirmation.

12. Cancellation of Orders

- Cancellation requests shall be governed by the applicable cancellation policy and the status of the order.
- Orders may not be cancellable after dispatch, manufacture, customization, or procurement specifically against the customer's requirement.
- Any cancellation charges, transportation charges, or other applicable costs shall be communicated in accordance with the applicable terms.

13. Returns and Replacement

- Returns or replacements shall be subject to the applicable Return & Replacement Policy.
- Customers should provide photographs, videos, delivery documents, invoices, batch details, or other evidence where required for processing a complaint.

- Materials that have been used, altered, damaged after delivery, or stored improperly may not qualify for return or replacement, subject to applicable law and the relevant product policy.

14. Complaint and Grievance Reporting

Customers should raise complaints through the designated customer support channel and provide:

- Order number;
- Invoice number;
- Product details;
- Quantity affected;
- Description of the issue;
- Photographs/videos, where relevant;
- Delivery challan/e-POD; and
- Any other supporting documents requested.

Complaints will be reviewed and resolved in accordance with the applicable policies and contractual terms.

15. GST and Invoice Details

Customers should provide correct GSTIN, legal entity name, billing address, and other tax information before invoice generation.

The platform/supplier shall not be responsible for consequences arising from incorrect GST or billing information supplied by the customer.

16. Storage and Handling

- Building materials should be stored and handled in accordance with the manufacturer's recommendations and applicable technical standards.
- Customers are responsible for proper storage after delivery.
- Damage caused due to improper storage, handling, exposure to weather, contamination, or misuse after delivery may not be attributable to the supplier/platform.

17. Customer Responsibility

Customers are responsible for:

- Providing accurate order and delivery information;
- Selecting appropriate products;
- Making timely payments;
- Ensuring site accessibility;
- Inspecting materials upon delivery;

- Providing necessary documents and approvals;
- Proper storage and handling after delivery; and
- Complying with applicable laws and project requirements.

18. Communication and Notifications

Customers should regularly check their registered email address, mobile number, and account notifications for:

- Order confirmations;
- Payment confirmations;
- Dispatch information;
- Delivery updates;
- Invoices;
- Cancellation/return notifications; and
- Other important communications.

19. Fraud Prevention

Customers are advised:

- Not to share OTPs, passwords, banking credentials, or payment information with unauthorized persons.
- Not to make payments to personal bank accounts or unofficial payment channels.
- To verify any payment request that appears suspicious.
- To immediately report suspected fraudulent activity through the official customer support channel.

20. Customer Support

Our customer support team is available to assist customers with order-related queries, product information, delivery coordination, payment issues, complaints, returns, and other platform-related matters.

Customers should quote their **Order ID/Invoice Number** whenever contacting customer support to enable faster resolution.

21. Important Disclaimer

The platform may act as an e-commerce facilitator connecting customers with suppliers/manufacturers of building materials. Depending upon the applicable transaction structure, the supplier may remain responsible for product quality, availability, dispatch, warranty, and other supplier-specific obligations.

Customers should carefully review the applicable **Terms & Conditions, Commercial Agreement, Return Policy, Delivery Policy, Privacy Policy, and Product-Specific Terms** before placing an order.

22. Customer Acknowledgement

By registering on the platform and/or placing an order, the customer acknowledges that they have read, understood, and agreed to comply with the applicable Customer Guidelines, Terms & Conditions, and other policies governing the transaction.