



Kisan Guru
Farmer's Destination

Seller Penalty

Kisan Guru likely does not form any bond under which sellers will be charged. However, taking the e-commerce business into concern, the company will charge a certain amount from the sellers under the following circumstances which exclude any size issues. They are mentioned below in precise detail.

The amount of Rs. 59 is fixed for all the clauses mentioned.

- Sellers are bound to pay Kisan Guru if the received products are found damaged or not in an appropriate condition.
- A different product is shipped to the customers. For example wrong colour, wrong size, different product material etc.
- An amount of Rs. 60 will be charged to the sellers for order cancellation from sellers end.
- For refund: If the seller sends an item that does not meet the description/size/color/quality as per mentioned on the website and considering that the buyer returns, then the seller will have to bear the both-way shipping charge i.e. Rs. 59 plus Rs. 59 (From seller to buyer as well as from buyer to seller).
- For exchange: If the seller sends an item that does not meet the description/size/color/quality as per mentioned on the website and considering that the buyer place an exchange, then the seller will have to bear a three-way shipping charge i.e. Rs. 59 X 3. It signifies a process following:



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- Product set for exchange.
- Product received by the delivery person.
- Provides the exchanged product to the buyer.

Notably, Kisan Guru is liable to charge for the entire three-tier process from the seller.

The company, Kisan Guru is liable for charges under the clauses which significantly include:

- The product is damaged at the time of transit hence resulting in 50% of the price coverage from the company (excluding the commission, GST and shipping charges).
- If the customers do not receive the product for which the order was placed, be it bulk or single, the company will be held responsible or, the company will take care of the issue.

A large, semi-transparent watermark of the Kisan Guru logo is centered on the page. It features the same tractor, sun, and crops icon as the top logo, with the text 'Kisan Guru' in a large green font and 'Farmer's Destination' in a smaller green font below it.

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