

ANNEXURE “B”

RETURN POLICY

The Franchisee has been communicated the shelf life of Bakery Products and the Franchisee shall ensure not to sell these Bakery Products beyond the shelf life of these Bakery Products which attract the provisions of The Food Safety & Standards Act, 2006. Further, it is made explicitly clear that the Company shall not be, in any way, held responsible or accountable for sale of Bakery Products beyond the shelf life of these Bakery Products attracting the provisions of The Food Safety & Standards Act, 2006. The Franchisee should ensure not to keep or display Bakery Products to be returned to the Company within its Commercial Premises and within the display area attracting the attention of customers as also any Government officials including the Food Inspectors (see clause 24 of Deed of Franchise).

This Deed of Franchise under clause no. 11 provides for return of goods damaged in transit, short supplied or otherwise not saleable due to one reason or the other. However the percentage of such goods returned shall be as under:

With a view to give impetus and boost, promote sales of the newly appointed Franchisee's; during the first month (30days) of the opening of the Franchisee Shop, the Franchisee is entitled to a 100% Credit of goods returned. During the next 30 days (60 days in aggregate) of the opening of the Franchisee Shop, the Franchisee is entitled to a maximum of 15% Credit of goods purchased. During the third month (90days in aggregate) of the opening of the Franchise Shop, the Franchisee is entitled to a maximum of 10% Credit of goods purchased. However, thereafter (i.e. after 90 days of the opening of the Franchisee Shop) the Franchisee will be entitled to a maximum of 7% Credit of goods purchased.

The Franchisee's are provided; free of cost DCM (Daily Communication Memo) books serially numbered. The Franchisee shall record daily the returns of goods damaged, short supplied or otherwise not saleable in this DCM. The CREDIT NOTES in respect of the return of Bakery Products shall be issued, within the limits of return of goods, to the Franchisee every week/fortnight.

The Franchisee will be duly informed as and when there is any change in the Company's Policy regarding return of goods.

INFORMATION/DOCUMENTS REQUIRED FOR FRANCHISE AGREEMENT

- FULL NAME, ADDRESS, AGE & MARITAL STATUS OF FRANCHISEE
- SHOP ADDRESS
- AREA OF SHOP IN SQ. MTRS.
- 2 PASSPORT SIZE PHOTOS

SELF ATTESTED XEROX COPIES OF THE FOLLOWING ...

- PAN CARD
- AADHAR CARD / ELECTION CARD / PASSPORT
- SHOP AGREEMENT / OWNERSHIP DOCUMENT
- HOUSE TAX RECEIPT

XEROX COPIES OF THE FOLLOWING DOCUMENTS, IF AVAILABLE

- REGISTRATION CERTIFICATE UNDER SHOPS & ESTABLISHMENT ACT
- GST REGISTRATION CERTIFICATE
- FSSAI (FOOD) LICENCE
- MUNICIPAL TRADE LICENCE
- LATEST TRADE TAX RECEIPT

LICENCES REQUIRED TO START / OPERATE THE CAKE SHOP

- FSSAI / FOSCOS (FOOD) LICENCE
- HEALTH N.O.C
- FIRE N.O.C
- PANCHAYAT OR MUNICIPALITY N.O.C. / TRADE LICENCE
- SIGN BOARD LICENCE
- GST REGISTRATION
- REGISTRATION CERTIFICATE UNDER SHOPS & ESTABLISHMENT ACT