



Partner Policy

Last Updated: August 2026

1. Introduction

Welcome to **Susneh Home Products** ("Susneh", "we", "our", or "us").

This Partner Policy explains the eligibility, registration process, verification requirements, responsibilities, commissions, listing charges, security deposits, and operational guidelines applicable to all Partners using the Susneh platform.

By registering as a Partner, you agree to comply with this Policy and all other applicable platform policies.

2. Eligible Partners

The following may register as Partners on the Susneh platform:

- Product Sellers
- Store Owners
- Hotel Partners
- Homestay Partners
- Delivery Partners
- Service Providers
- Business Partners

Additional partner categories may be introduced from time to time.

3. Partner Registration

To become a Partner, applicants may be required to provide:

- Full Name
- Business or Store Name (if applicable)
- Mobile Number
- Email Address
- Business or Residential Address
- Bank Account Details
- Identity Proof
- GST Details (where applicable)
- FSSAI Licence (where applicable)
- Other documents requested during verification

Registration is subject to approval by Susneh Home Products.

4. KYC & Verification

Partners may be required to complete Know Your Customer (KYC) verification before activation.

Verification may include:

- Identity Verification
- Address Verification
- Bank Account Verification
- Business Verification
- Property Verification (Hotels & Homestays)
- Vehicle Verification (Delivery Partners, where applicable)

Failure to complete verification may delay or prevent account activation.

5. Listing Approval

All product, hotel, homestay, store, and service listings are subject to review.

Susneh Home Products reserves the right to:

- Approve
- Reject
- Suspend
- Remove
- Edit

any listing that violates applicable laws or platform policies.

6. Partner Responsibilities

Partners agree to:

- Provide accurate information.
 - Maintain updated pricing and availability.
 - Honour confirmed orders and bookings.
 - Deliver quality products and services.
 - Respond to customer queries professionally.
 - Comply with all applicable laws and regulations.
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7. Commission

Susneh Home Products may charge commission on:

- Product Sales
- Hotel Bookings
- Homestay Bookings
- Delivery Services
- Marketplace Services
- Other Partner Services

Commission rates may vary depending on the category or agreement and may be updated from time to time.

8. Listing Charges

Certain Partner services may require:

- Registration Charges
- Listing Fees
- Premium Listing Fees
- Featured Listing Charges
- Subscription Charges
- Verification Charges

Applicable charges will be communicated before activation or listing.

9. Security Deposit

Certain Partner categories may be required to pay a refundable Security Deposit before account activation.

Security Deposits may apply to:

- Delivery Partners
- Sellers
- Hotel Partners
- Homestay Partners
- Store Partners

Refunds of Security Deposits are subject to:

- Completion of obligations
- No pending dues
- No fraud
- No policy violations

Where permitted by applicable law, Susneh Home Products may adjust or forfeit the Security Deposit in cases involving fraud, fake orders, fake deliveries, repeated policy violations, or outstanding dues.

10. Partner Conduct

Partners must not:

- Provide false information.
- Mislead customers.
- Sell prohibited or counterfeit products.
- Manipulate reviews or ratings.
- Abuse customers or platform staff.
- Violate applicable laws.

Violation may result in suspension, permanent removal, or legal action.

11. Account Suspension & Termination

Susneh Home Products reserves the right to suspend or terminate Partner accounts for:

- Fraudulent activities
 - Fake bookings or orders
 - Misleading listings
 - Serious customer complaints
 - Repeated policy violations
 - Non-compliance with applicable laws
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12. Limitation of Liability

Susneh Home Products operates as a digital marketplace connecting customers with independent Partners.

Except where required by applicable law, Susneh is not responsible for disputes, losses, acts, omissions, products, or services provided directly by independent Partners.

13. Changes to This Policy

We may update this Partner Policy from time to time.

The latest version will always be available on our website and mobile application.

14. Contact Us

Susneh Home Products

Website:

<https://www.susnehhomestay.com>

Email:

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