

O N C E • I T

S E L L E R M A N U A L

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1. Introduction to the Seller Manual

This Seller Manual has been developed as a resource and reference for you, the Seller on our Onceit website, to use throughout your Contract term with us. This version, defined by the date on the footer, supersedes any previous Seller Manual issued to you by Onceit.

By entering into and signing our Seller Terms of Trade, you have agreed to comply with this Seller Manual in all respects. Please note default fees as detailed in this Seller Manual may be applied if requirements are not followed.

Should you have any queries about any content in this Seller Manual then please contact your Onceit Account Manager.

2. Introducing Our Contact Team

Please note we have an automated mailbox that will send your daily orders to you, these emails will come from marketplace@onceit.co.nz. **Please do not respond to these emails.**

Account Manager: During onboarding you will be dealing with a dedicated Onceit Account Manager, he/she will be your first point of contact for any incident or concerns you may have including under supplies. If you need assistance at any stage, please contact your Account Manager in the first instance.

Customer Services: (we call our customers our members) members@onceit.co.nz – from time to time you may hear from one of our members services team in regards to any customer service related queries.

Logistics: From time to time your Account Manager may include our logistics team in your queries in regards to shipping updates and delivery timeframes. Please **do not** contact our logistics team directly – your first point of contact is your Account Manager.

Escalations: For any point you feel you would like to escalate any concerns or issues please request your dedicated Account Manager to put you in contact with Onceit's Marketplace Manager.

2.1 Who To Contact When (The Contact Chart)

Missing parts, Returns, Orders Lost in Transit	members@onceit.co.nz and your Onceit Account Manager
Undersupplies, Delayed Deliveries	members@onceit.co.nz , Logistics manager - clayton.cronje@onceit.co.nz and your Onceit Account Manager
Invoicing/Payment Updates or Finance related queries	accounts@onceit.co.nz
Order Cancellation/Rejection	members@onceit.co.nz , Logistics manager - clayton.cronje@onceit.co.nz and your Onceit Account Manager
Marketing/Advertising Opportunities	Please Contact Your Onceit Account Manager
Significant Events, such as: Product recall or Intellectual Property Claim (in the event of any third party claim of breach of intellectual property or right to sell) or Force Majeure event or Data Breach	Email all - sales@onceit.co.nz and members@onceit.co.nz and your Onceit Account Manager

Unless agreed to in writing, there must be no direct communication between you and the customer, please refer to the Onceit Account Manager for all supply/product/delivery issues.

3. Marketplace Process Flowchart

BEFORE SALE



DAILY SALE



PACKAGING



Note – Your invoice or packing slip may show a product costs provided this is equal to the Product Sale Price that applied for the Order.

4. Product Labelling & Information

4.1 Garment Labelling Requirements

ALL garments must have care labels that comply with the current NZ Standards requirements.

4.2 Parallel Imported Products

When listing your Seller Product, you must specify the Condition for each Seller Product. If the Seller Product is a parallel imported product then you must specify so at the point of offer and listing.

4.3 Category Mapping

All Category mapping/loading of products is the Sellers responsibility, the Seller will not list or offer for sale any Seller Products which are illegal, counterfeit goods, Excluded Products, or which infringe any law or third-party intellectual property rights.

Onceit will not be liable for any incorrect categorisation.

4.4 Set up of Product Listing

Where you provide a new draft Seller Listing as an offer for a product which is the same as an existing Product listed on Onceit Marketplace, it may be listed as a Multi Seller Product Listing. You must confirm, at the time of submitting your draft Seller Listing, that your offer relates to a product which is identical to the Product Information included in the existing listing.

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All alcohol or alcohol containing products must be categorised correctly to generate age barrier restrictions on the Site.

Onceit will not be liable for any offers made against incorrect product listings.

4.5 Dangerous Goods Declaration

If the Seller offers and Onceit accepts a Seller Product that is a Dangerous Goods by NZ Law, then the Seller is fully responsible for the correct and legal storage and shipment including declaration of all dangerous goods during delivery to the Customer. By the virtue of accepting such a Seller Product, Onceit does not accept any responsibility or liability for breach of any legal obligations in relation to Dangerous Goods.

5. Seller Fees

5.1 Default Fees

We have implemented default fees as a way to recover our costs incurred in the event of your non-compliance with our Seller Manual requirements.

If you communicate with us with complete, accurate, and timely information, we will work with you to help avoid fees. It is in both Onceit's and the Seller's best interests to be compliant of our requirements.

Note – The Seller must not send an alternative product, including a different colour or size, in the event that they can not supply the exact Product in the Order. Any alternative product will be deemed an under supply.

Default Fee Event	Fee (all NZD incl GST)
Under Supply Fee - Seller under supplies product and customer refunded – an under supply includes a refund where you have supplied a product different to the Product Listing.	\$20 per unit under supplied (no maximum fee)
Product Defect Fee – Seller supplies a Product that is defective according to Clause 8.1 of the Seller Terms of Trade e.g. note new, not authentic, wrong images, not meeting NZ safety standards, infringing a 3 rd party intellectual property rights	\$20 per unit refunded (no maximum fee)
Recall Fee	\$20 per unit refunded (no maximum fee)

5.2 Onceit Marketing Fees

There is no specific marketing fee associated with individual Seller Products. However, if you request and we agree to provide additional marketing or advertising or promotional services at any time, we will agree separate marketing fees with you prior to providing such services.

5.3 Onceit Return Processing Fees

Applicable only in the event of “Direct Returns to Seller” option, not applicable when all returns are received and processed by Onceit.

If a Customer returns Seller Products to us for any reason (other than any Seller Products which fail to meet any warranty under clause 8.1 of the Seller Terms of Trade), then we shall deliver those Seller Products to you at the location as advised by you, at your cost plus a processing fee.

Return Processing Fee: \$5.00 plus GST per item.

6. Onceit Service Level Agreement

By signing our seller terms of trade, you have agreed to the following Service Level Agreement (Onceit Service Levels).

6.1 Application of This Service Level Agreement

- a. This Service Level Agreement operates as an addendum to the Seller Terms of Trade and is intended to be incorporated into and read together with the Seller Terms of Trade;
- b. This Service Level Agreement, when read together with the Seller Terms of Trade forms the whole of the agreement between the parties;
- c. To the extent of any inconsistency between this Service Level Agreement and the provisions of the Seller Terms of Trade, the provisions of the Seller Terms of Trade will prevail;
- d. This Service Level Agreement remains valid until superseded by a revised agreement or until the Seller Terms of Trade are terminated; and
- e. This Service Level Agreement comes into existence upon the parties entering into the Seller Terms of Trade; and
- f. Terms defined in the Seller Terms of Trade shall have the same meaning in this Service Level Agreement, unless otherwise defined in this Service Level Agreement.

6.2 Overview

- a. This Service Level Agreement ensures the Seller is committed to providing an acceptable, consistent level of customer support during the sales and post-sales stages to address customer enquiries, feedback and concerns within a required timeframe.
- b. The Seller shall at all times during operation of the Seller Terms of Trade meet or exceed the service level performance criteria as set out below.
- c. The Seller acknowledges that:
 - (i) any failure to meet an obligation or service level performance criteria may have a material adverse impact on the business and operations of Onceit and may result in account suspension;
 - (ii) such failure shall entitle Onceit to take any action that Onceit sees fit in relation to a Product and its related enquiries. This may include partial compensation or full refund; and
 - (iii) Any cost incurred by Onceit will be set-off against the Seller account or recovered from the Seller. This includes, without limitation, issuing refunds of any order as well as refunding delivery charges.

6.3 Quality Control Levels for Seller Rating

The Seller Platform has the following Quality Control criteria preloaded and you are required to meet these standards to maintain a **Premium Seller Rating**:

Criteria – Premium Seller Rating	Measure
Customer Rating	The Average Seller Rating from Customers must stay at a 4 star level.
Incident Rate	The number of incidents must be less than 3%
Acceptance Time	The acceptance time of an Order is less than 10 Business Hours
Acceptance Rate	The acceptance rate of Orders is at 99% or above
Refund Rate	The refund rate (other than Customer cancellations) must be less than 2%
Response Time	The Average response rate to customer service queries is less than 12 Business Hours
Late Shipment Rate	The number of orders shipped later than the shipping deadline is less than 2%.

Incident Definitions;

An incident can be described as a request or demand about an issue that occurs on an order and that can negatively affect customer satisfaction and business operations. These issues can include product conformity with its description, problems that occur in the order logistics process, among others.

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Business Hours Definition: Monday to Friday 8.30am to 5.00pm, in time zone of the country of location of Seller.

If a Seller drops below our set **Quality Rating** below then the Seller will receive **Warnings**.

Criteria – Quality Rating	Measure
Customer Rating	The Customer Rating hits a 3 star level.
Incident Rate	The number of incidents is at 8%
Acceptance Rate	The acceptance rate of Orders is at 95%
Refund Rate	The refund rate (other than Customer cancellations) is at 6%
Late Shipment Rate	The number of orders shipped later than the shipping deadline is at 5%.

If a Seller drops below **Quality Alert Rules** below then Seller Account will automatically be **suspended**.

Criteria – Quality Alert Rules	Measure
Customer Rating	The Customer Rating hits a 2 star level.
Incident Rate	The number of incidents is at 10%
Acceptance Rate	The acceptance rate of Orders is at 91%
Refund Rate	The refund rate (other than Customer cancellations) is at 9%
Late Shipment Rate	The number of orders shipped later than the shipping deadline is at 10%.

6.4 Customer Service Expectations

Onceit expects all Sellers to meet or exceed Onceit Customer Service philosophy. Onceit believes that when a customer has an issue, by over exceeding their expectation when solving the issue you build long term loyalty that all sellers benefit from. Therefore Sellers agree to meet this standard by;

- Following a “customer is always right” philosophy;
- If the customer is not happy with the Seller Product or performance, even if technically it is not faulty, then try to exceed the expectations of the Customer by offering a substantial partial refund, replacement or refunding the item in full;
- Where a customer’s expectations are unreasonable, use good judgement or seek guidance from Onceit on how best to satisfy the customer;
- When resolving customer issues, always seek agreement and where possible offer a resolution that the customer has requested;
- When you carry out an investigation or you need to view the Seller Product before offering a resolution and seeking agreement on a resolution with the customer, you will communicate both the expected timeframe and investigation process you are following to the customer
- Take a “customer is always right” approach if the Customer claims there are parts missing or the Seller Product is not able to be put together as advertised;
- Where you cannot, in a reasonable timeframe, review or investigate the Customer complaint you will default to offering a resolution of replacement or refund with agreement of the Customer;

6.5 Service Level Performance Criteria

The below service level performance criteria is a minimum expectation (some are required to achieve a Premium Seller Rating, and the Seller should try to exceed this.

Items	Actions	Timeframe
Responds to Emails	The Seller must respond to all Onceit customer service email enquiries within the stipulated timeframe.	Within 12 Business Hours
Dispatching an order	<p>The Seller must dispatch and provide delivery tracking details to the Customer within the stipulated timeframe.</p> <p>The Seller must be able to provide proof of shipping if required. Examples of proof of shipping include:</p> <ul style="list-style-type: none">a copy of the shipping receipt or shipping label that includes the delivery address, recipient name and tracking number;	As per timeframe advertised to the customer on the Seller Listing.

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	<ul style="list-style-type: none"> a shipping code from a carrier that will allow viewing of the shipping status and delivery address; or a receipt issued by the carrier that is signed by the recipient acknowledging delivery. <p>The Seller must not provide an "Authority to Leave" without the Customers consent. If Seller Products are left without permission and become damaged, lost or have missing parts, the Seller is liable for all loss arising from the damage, loss or missing parts.</p> <p>Where a Seller dispatches more than one (1) order at the same time, the Seller must provide delivery tracking and proof of shipping with respect to all orders.</p>	
Rejecting an Order	<p>When a Seller decides to reject an order (including because the relevant Product is out of stock, or because the Product is unable to be delivered to the Customer's address), the Seller must within the stipulated timeframe:</p> <ul style="list-style-type: none"> Notify Onceit customer service that they are rejecting the order (including reasoning) and advising them they are happy to refund the customer. 	Within 12 Business Hours
Reject customer cancellation request/Change of mind returns	<p>The Seller may choose to reject a cancellation request. In the event the Seller rejects a cancellation request, the Seller must (within the stipulated timeframe) notify Onceit Customer service of the decision. Orders can only be rejected for a valid reason. Any seller rejecting orders will contribute to the Seller Rating and may mean the seller will be suspended.</p> <p>Notwithstanding the above, Sellers must comply with any returns or change of mind policies requirements in the Onceit Seller Terms of Trade.</p> <p>Change of Mind Returns will not be unreasonably rejected.</p>	Within 12 Business Hours
Accepting customer cancellation request/change of mind return	<p>The Seller may choose to accept a Customer's cancellation request via Onceit customer service or change of mind once an order has been placed.</p> <p>The Seller must accept the cancellation request or change of mind if it is required by the Seller Terms of Trade, or applicable law, to do so. In the event the Seller accepts a cancellation request or change of mind return, the Seller must within the stipulated timeframe:</p> <ul style="list-style-type: none"> Notify Onceit Customer service that the cancellation request or change of mind return is accepted; and Fully inform Onceit Customer Service of any costs or requirements of cancelling the order or change of mind return, including but not limited to, the condition the Seller Product must be returned in, which party is responsible for the original Shipping Charges (if applicable), and when a refund will be issued. <p>The Seller must provide Onceit with full details including breakdown of any deduction from the refund amount such as original Shipping Charge. Completing the return correctly via Seller Platform will satisfy this requirement.</p> <p>Notwithstanding anything to the contrary, we expect Sellers to comply with any returns or change of mind policy they have listed in their Onceit Seller Terms of Trade.</p>	Within 12 Business Hours
Missing parts (available)	<p>The Seller must dispatch missing parts and provide delivery tracking details to the Customer within the stipulated timeframe. Please see "Missing parts (not available)" below if the missing parts cannot be dispatched within the stipulated timeframe.</p> <p>Onceit may in its sole and absolute discretion issue a refund to the Customer if the Seller fails to dispatch missing parts within the stipulated timeframe.</p> <p>Note: The Seller is responsible for all Shipping Charges incurred as a result of missing parts. In the event that the Seller dispatches the incorrect missing parts, the Seller must comply with the process in Missing parts (not available) below.</p>	5 Business days from being notified of the missing parts by Onceit Customer Service.
Missing parts (not available)	<p>If the Seller is unable to provide missing parts within the stipulated time frame under "Missing parts (available)", the Seller is required to notify Onceit Customer Service within the stipulated timeframe with an ETA for the missing parts. The Customer may then decide to, at their election:</p> <ul style="list-style-type: none"> wait for delivery of the missing parts; or request a full refund. <p>In the event a Customer requests a full refund, the Seller is obliged to provide a full refund.</p> <p>These options must be given to the Customer via Onceit Customer Service, however, the Seller is also permitted to offer alternative remedies including</p>	Within 1 Business Day

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	<p>providing compensation for the Customer to keep the Seller Products and source their own missing parts.</p> <p>Note: The Seller is responsible for all Shipping Charges incurred as a result of missing parts.</p>	
<p>Seller Products that don't match description (including incorrect images), or incorrect Seller Products received</p>	<p>In the event that the Customer receives the incorrect Seller Products, or the Seller Products don't match their description, the Seller must provide one of the following remedies to the Customer within the stipulated timeframe (at the election of the Customer via Onceit Customer Service):</p> <ul style="list-style-type: none"> replace the products with the correct Seller Products at no additional cost; or a full refund. <p>The Seller is taken to have provided one of the remedies within the stipulated timeframe if:</p> <ul style="list-style-type: none"> in the case of replacing the product– the Seller dispatches the replacement product and provides the delivery tracking to the Customer via the Onceit Seller Platform; or in the case of providing a full refund – the Seller issues a full refund to the Customer via the Onceit Seller Platform. <p>In the event the Seller fails to provide one of the above remedies, Onceit may on behalf of the Seller, in its sole and absolute discretion (but subject to any obligations arising under the New Zealand Consumer Law), arrange the return of the incorrect products with the Customer at no cost and refund the Customer on behalf of the Seller.</p> <p>The Seller is responsible for arranging the collection or return of the incorrect products with the Customer at the Seller's cost, in accordance with and subject to the provisions of the New Zealand Consumer Law.</p>	<p>2 Business days from being notified by Onceit Customer Service.</p>
<p>Faulty Products/ warranty claims</p>	<p>The Seller is required to comply with New Zealand Consumer Law at all times.</p> <p>Without limiting consumer rights which apply under the New Zealand Consumer Law, in the event that there is a major failure with a Seller Product, the Customer is entitled, at their sole and absolute discretion, to reject the Seller Product and ask for a refund or replacement, or ask for compensation for any drop in the value of the Seller Product.</p> <p>The Seller is required to provide a remedy for Seller Product faults within the stipulated timeframe.</p> <p>The Seller is taken to have provided one of the remedies within the stipulated timeframe if:</p> <ul style="list-style-type: none"> in the case of a refund: the Seller agrees for Onceit Customer Service to issue a refund to the Customer or processing the refund on the Onceit Seller Platform; in the case of a replacement: the Seller dispatches the replacement products and provides delivery tracking to the Customer via the Seller Platform; or in the case of a repair: the Seller dispatches the repaired products and provides a delivery tracking to the Customer. 	<p>24 Business Hours from being notified of the fault or damage by the Onceit Customer Service Team.</p>
<p>Minor Faults - Dispute over whether there is a valid fault</p>	<p>Subject to the Seller's obligations under the New Zealand Consumer Law, the Customer is responsible for returning the Product to a New Zealand postal address if it can be posted or easily returned.</p> <p>The Seller must reimburse the Customer for reasonable postage, packaging and/or transportation costs if the Seller Product(s) are confirmed to be faulty. If the Seller Product(s) are too large, too heavy or too difficult to remove, the Seller is responsible for arranging, at their cost, the return and collection of the faulty Seller Products.</p> <p>The Seller may also be required to compensate the Customer for any consequential costs incurred due to the faulty Seller Product(s). This includes, but is not limited to, cost of packaging material, cost to remove installed items (e.g. bathroom unit), and/or cost of disposing of faulty Seller Product(s).</p> <p>In event the Seller cannot agree a resolution with the customer within the agreed resolution timeframe then the Seller will follow the escalation process outlined below and work with Onceit to make a determination of the required resolution. The Seller will be liable for the cost of the resolution.</p>	
<p>Lost in transit</p>	<p>The Seller must lodge an investigation with the courier provider for all Seller Products reported as undelivered. This must be lodged with the courier provider</p>	<p>Within 24 Business Hours</p>

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	<p>within 2 business days from the date the Customer reported the undelivered Seller Products.</p> <p>Irrespective of the courier providers investigation timeframe, the Seller must be able to provide the Onceit Customer Service, within the stipulated timeframe, one of the following (at the election of the Customer):</p> <ul style="list-style-type: none"> • proof(s) of shipping. Examples of proof of shipping or resolution to lost in transit include: • a copy of the shipping receipt or shipping label that includes the delivery address, recipient name and tracking number; or • a copy of a report showing photos or GPS location of actual delivery from the Courier Company; or • a receipt issued by the courier carrier that is signed by the recipient acknowledging delivery, or • replacement products. Products must be dispatched and delivery tracking details provided to the Customer; or • full refund. <p>The Seller must be able to provide "Proof of Delivery" on request. If Seller Products are lost in transit, and the Seller is unable to provide Proof of Delivery, the Seller is liable.</p> <p>Dispute over lost in transit</p> <p>In event the Seller cannot agree a resolution with the customer within the agreed resolution timeframe then the Seller will follow the escalation process outlined below and work with Onceit to make a determination of the required resolution. The Seller will be liable for the cost of the resolution.</p>	<p>5 business days from the date the Customer reported the Seller Products undelivered.</p>
Returned to sender	<p>In the event a dispatched Seller Product is "returned to sender", the Seller must lodge an investigation with the courier provider within the stipulated timeframe.</p> <p>Note: if the investigation concludes that the Seller Products were returned due to:</p> <ul style="list-style-type: none"> • Customer error, the Customer will be liable for any Shipping Charges, re-delivery costs or any other associated fees that may be applicable. Customer error may include, but is not limited to, incorrect address supplied, refusal of delivery, failure to collect etc. <p>In the event of Seller error, the Seller must either:</p> <ul style="list-style-type: none"> • Cover any costs related to the re-delivery of the Seller Products to the Seller; or • Provide a full refund. 	<p>Within 24 Business Hours from receiving the returned Product(s).</p>
Additional freight	<p>Any Shipping Charge that is in addition to the Shipping Charge as detailed in the Seller Listing will need agreement from Onceit prior to charging. Onceit will only agree to Additional Shipping Charges in exceptional conditions.</p>	<p>Within 24 Business Hours of acceptance of the Order</p>
Customer Service Escalation Guideline	<p>If Onceit Customer Service is unable to reach a reasonable resolution with the Seller via the Onceit Customer Service Team, the Seller can escalate this matter to Onceit for review. Onceit will use all reasonable endeavours to assist the Seller in resolving the issue.</p> <p>This includes, but is not limited to escalations raised by the Customer via any one of:</p> <ul style="list-style-type: none"> • Onceit Customer Service ticket enquiry • Chargeback • Fair Trading Act Complaints • Consumer Guarantees Act Complaints <p>Escalations are to be in the following order;</p> <ol style="list-style-type: none"> 1. Onceit Marketplace Account Manager 2. Onceit Marketplace Manager 3. Onceit Chief Operating Officer (COO) 4. Onceit Executive Director 	<p>10 business days from being notified by the Seller</p>

7. Excluded Products

As per the Onceit Seller Terms of Trade, if Onceit deems a Seller Product to be unacceptable but not included specifically below then Onceit reserves the right to remove the Seller Product from the Seller Platform.

Cosmetics & Beauty	<ul style="list-style-type: none"> Any cosmetic products that require a prescription or a medical professional's supervision or direction for their use Any products with tampered packaging Expired products Products which will expire within 6 months Testers Syringes, with or without needles Any product containing needles Any Beauty or Salon only products that specify "Professional Use Only" Toothpaste with more than 0.25% diethylene glycol (DEG) Any consumable products containing Glucomannan or Konjac
Hazardous	<ul style="list-style-type: none"> Any chemical substance or compound that is intended for commercial, industrial, or professional use only and is not available for general consumer purchase Explosives Radioactive or contaminated material Any homeware or children's products containing lead Fire Extinguishers
Offensive	<ul style="list-style-type: none"> Products that display explicit nudity or vulgar language Products that contain obscene material or pornography Products that either portray, glorify or promote in an insensitive way: <ul style="list-style-type: none"> animal cruelty any historical or news events criminal or illegal activity derogatory stereotyping based on race, ethnicity, gender, sexual orientation, religion, or nationality hatred intolerance natural or man-made disaster(s) tragedy violence Shows or promotes Drug Use or Promotes Drugs. Products marketed to or targeted at kids or teenagers that are age- inappropriate.
Plants, Plant Products, Seeds	<ul style="list-style-type: none"> Illegal plants, plant products, or seeds Plants, plant products, or seeds that are considered to be a controlled substance
Restricted	<ul style="list-style-type: none"> Any product that is age-restricted by law Adult products including but not limited to sex toys and aids Gambling products Tinted vehicle headlight covers Alcohol which is not loaded/mapped against the correct categories
Tobacco	<ul style="list-style-type: none"> Cigars Cigarettes E-cigarettes Other tobacco/nicotine products
Weapons	<ul style="list-style-type: none"> For example but not limited to Airsoft, air guns, BB guns, pellet guns, paintball guns, replica/imitation guns, or firearms of any type Ammunition of any type (including pellet, BB, air gun, paintball, sling shot ammunition, pistol crossbows)

Imported Products	<ul style="list-style-type: none"> Any product which will not be accepted by New Zealand customs or flag MPI for inspection which may include (but is not limited to) Food, Wood and hazardous substances. Please see the New Zealand customs website for the full list <p>https://www.customs.govt.nz/business/import/import-prohibited-and-restricted-imports/prohibitions-and-restrictions/</p>
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8. Shipping International Orders

For all Products that are shipped internationally, the Seller must ensure that ensure that the Order is shipped to meet in country border requirements. Including but not limited to:

- The Customs Declarations must be true and correct;
- The Value must be declared as the Sale Price;
- Any inspection or rejection will be at the sellers cost;
- Any breach of border customs requirements will be at the Sellers cost;
- All orders must **only** have tracking uploaded once the item has been collected or will be collected by courier in the next cycle. Orders should not be marked as sent with tracking uploaded until the day the courier is scheduled to arrive to collect the orders.

9. Onceit Ethics Policy

Compliance with Applicable Laws and Standards

We have a commitment to uphold all human rights and expect our Sellers to share in that commitment. As a requirement, Sellers will meet the following standards within their operations:

Laws and Regulations

All applicable national and local laws, regulations, requirements and rules will be complied with by the Seller in the manufacturing and distribution of Products.

Child Labour, Forced Labour, Human Trafficking

All applicable national and local laws regarding child labour will be complied with by the Seller. No forced, prison, bonded, military or compulsory labour or any form of human trafficking will be used by the Seller.

Discrimination

All applicable national and local laws regarding discrimination will be complied with by the Seller.

Wages, Benefits, Overtime and Health and Safety

All applicable national and local laws regarding wages, benefits, overtime and health and safety will be complied with by the Seller.

Environment

All applicable national and local environmental laws will be complied with by the Seller.