QUALITAIL PAYMENT & CREDIT POLICY

Last Updated: 01 August 2026
This Payment & Credit Policy forms an integral part of the **Qualitail Retailer Buying Terms & Conditions** and applies to all purchases made through the Qualitail Platform.

1. Purpose

This Policy explains the payment methods, credit facilities, payment timelines and settlement process applicable to Retailers purchasing Products through the Qualitail Platform.
Payment terms may vary depending on the Product, participating manufacturer, approved payment model, commercial programme or other transaction-specific commercial terms applicable to the relevant purchase.

2. Payment Models

Qualitail may offer one or more of the following payment models to eligible Retailers:

- Advance Payment
- Credit Against Sales
- Invoice-Based Credit
- Any other payment model introduced by Qualitail from time to time.

The payment model applicable to a Retailer or a particular transaction shall be determined by Qualitail based on the approved commercial arrangement and shall apply to the relevant purchase.

3. Credit Eligibility

Credit facilities are extended solely at Qualitail's discretion and are subject to internal eligibility criteria.
While assessing credit eligibility, Qualitail may consider factors including:

- Retailer verification;
- payment history;
- purchase volumes;
- business relationship;
- commercial risk assessment; and
- any other relevant business considerations.

Credit facilities are extended solely at Qualitail's discretion based on its credit assessment and risk evaluation.

4. Payment Terms

Payment shall become due in accordance with the payment model applicable to the relevant order.

A. Credit Against Sales
Where the approved payment model is based on Product sell-through, payment shall become due within **forty-eight (48) hours** from the sale of the Product by the Retailer to the end customer.
Where required, the Retailer shall maintain accurate sales records and provide the relevant sales information to Qualitail whenever reasonably requested for settlement and verification purposes.

B. Invoice-Based Credit
Where the approved payment model is Invoice-Based Credit, payment of the total invoice value shall become due within up to **ninety (90) days** from the invoice date, irrespective of whether all or any of the Products have been sold by the Retailer.

Any approved return, replacement, credit or commercial adjustment shall be processed separately in accordance with the Qualitail Return & Replacement Policy and shall not affect the Retailer's payment obligation under this Policy.

5. Payment Methods
Payments shall be made through any payment method accepted by Qualitail from time to time, including:
- Bank Transfer;
- UPI;
- Cash (where permitted under applicable law); or
- Any other payment method approved by Qualitail.

Payment collection shall be carried out by Qualitail through its authorised collection personnel or other authorised collection channels, as applicable to the relevant transaction.
Upon receipt of payment, Qualitail shall acknowledge the payment and maintain appropriate records of the transaction in accordance with its internal processes and applicable law.
.

6. Payment Allocation
Unless otherwise specified, payments received from the Retailer may be adjusted against outstanding invoices, debit notes, delivery charges, logistics charges or any other amounts lawfully payable by the Retailer.

7. Delayed Payments
Where payment is not received within the applicable payment period, Qualitail may:
- suspend further dispatches;
- withdraw any approved credit facility;
- require advance payment for future orders;

- withhold pending deliveries; or
- initiate recovery of outstanding amounts in accordance with applicable law.

• suspend or restrict access to credit-based purchasing facilities.

8. Credit Review

Qualitail may review, modify, suspend or withdraw any approved credit facility at any time based on factors including payment performance, business requirements, commercial risk, regulatory requirements or operational considerations.
Such review shall not affect payment obligations that have already become due.

9. Payment Disputes

If the Retailer believes that an invoice, debit note or payment demand contains an error, the Retailer shall notify Qualitail within **seven (7) Business Days** of receipt together with the relevant supporting details.
Qualitail shall review the matter in good faith.
Any undisputed amount shall remain payable in accordance with the applicable payment terms.

10. Taxes

Unless expressly stated otherwise, all applicable taxes, including Goods and Services Tax (GST), shall be charged in accordance with applicable law.
The Retailer remains responsible for complying with its own accounting, tax and statutory obligations.

11. Refunds & Commercial Adjustments

Approved refunds, credits or commercial adjustments may be processed through:

- credit notes;
- invoice adjustments;
- Product replacement;
- bank transfer; or
- any other settlement method applicable to the relevant transaction.

The settlement method shall depend upon the nature of the transaction, the applicable commercial programme and the approved resolution under the Qualitail Return & Replacement Policy.

12. Changes to this Policy

Qualitail may revise this Policy from time to time to reflect operational, commercial, legal or regulatory requirements.
The latest version published on the Platform shall apply to future transactions.
Continued use of the Platform constitutes acceptance of the revised Policy.

13. Contact Us

For payment-related assistance, Retailers may contact Qualitail through its designated customer support channels.