

TINDAHANG RIZALENYO E-COMMERCE PLATFORM

TERMS AND CONDITIONS

I. Tindahan Rizalenyo E-Commerce Platform Merchant Qualifications

The Tindahan Rizalenyo e-Commerce Platform Merchant must have the following qualifications:

1. Must be identified as MSME¹ Manufacturer/Processor/Producer, handling the whole or part(s) of manufacturing process and located in Rizal Province. Must be in any of the following industries:
 - • Arts & Crafts
 - • Christmas and Holiday Décor
 - • Fashion Accessories/Wearables
 - • Processed Food and Beverage
 - • Furniture & Furnishings
 - • Garden Accessories
 - • Gifts
 - • Paintings
 - • House wares
 - • Home Décor
 - • Kitchen and Tableware
 - • Leather goods
 - • Linens
 - • Stationery and Desk accessories
 - • Health and wellness personal care products
 - • Garments
 - • Homegrown restaurants and cafes
2. Must be duly registered and with updated business permits (DTI/SEC/CDA, Mayor's Permit and BIR)
3. If food **and beverage** processor/ producer:
 - must have at least attended the Good Manufacturing Practice Seminar & observed the same in the production; if not, commit to attend GMP Seminar within the year².
 - products must bear expiration date.
4. Must be able to supply products with consistent quality and volume.

II. APPLICATION GUIDELINES

A. All applicants are required to submit to Samahan ng mga Rizaleño sa sector ng Agrikultura at Pagkain (SARAP) or DTI Rizal Provincial Office the following documents:

1. Original and duly-filled up Application/ Contract Form
2. Signed Terms and Conditions
3. Licenses/ Registration (**photocopy**)
 - DTI/SEC/CDA (For SEC/CDA registered, Board Resolution for the Authorized Representative)
 - FDA - LTO/CPR if registered (for food **and beverage** processor); or Certificate of Attendance to a GMP Seminar of the Owner; or Commitment to Attend GMP Seminar
 - Mayor's Permit and Sanitary Permit
 - BIR 2303
 - Booklet of Sales Invoice or Official Receipt
4. Product Information Sheet with Product Shot/s in digital form – high resolution
5. Product sample (one only) for screening
6. Three (3) months deposit (P1,500.00) (non-refundable) and the first monthly fee of P500.00. Deposit will be strictly applied to the last 3 months prior to the end of Contract Period.

B. All applicants are required to pay the monthly fee of P500.00 on or before the 5th day of the month **corresponding** both for the physical and virtual store.

III. PRODUCT INSPECTION AND ACCEPTANCE

SARAP and DTI Rizal shall:

1. Screen new merchants' and products' applications.

New merchants and products screening will be scheduled every last Wednesday of the month. Applications will be assessed **by a Screening Board composed of at least two (2) DTI representatives and three (3) SARAP officers.**

2. Inspect the goods and reserves the right to reject any goods if considered to be inferior in terms of overall quality **and capability to provide the required volume.**

3. Recommend **improvements, if necessary** based on the result of the screening.
4. **Reconsider rejected goods after compliance with the recommendations of the Screening Board.**

IV. SANCTIONS FOR NON-COMPLIANCE/VIOLATIONS

Type of Violation	Sanction
1. Non-payment of monthly participation fee.	<p>Non-payment of monthly participation fee for 2 consecutive months: Written reminder thru text and email from SARAP.</p> <p>Non-payment of monthly participation fee for 3 consecutive months: Demand letter from SARAP noted by DTI Rizal with proof of receipt of Merchant.</p> <p>Failure to comply with the issued Demand Letter within five days upon receipt: Suspension of accounts from the e-Commerce Platform and removal of product display at Physical Store until monthly participation fee and penalties are settled.</p> <p>Penalty of P100.00 /month over and above the unpaid monthly participation fees</p>
2. Non-compliance with booked orders (3 failed deliveries in 1 month)	<p>First Offense: Suspension of accounts from the e-Commerce Platform for 15 days</p> <p>Second Offense: Suspension of accounts from the e-Commerce Platform for 30 days</p> <p>Third Offense: Termination of accounts from the e-Commerce Platform</p>

Failure to settle within 5 days upon receipt of complaint

First Offense: Suspension of accounts from the e-Commerce Platform for 15 days

3. Unsettled customers' complaints **Second Offense:** Suspension of accounts from the e-Commerce Platform for 30 days

Third Offense: Termination of account from the e-Commerce Platform and removal of product display from the Physical Store

Please refer to the policies and guidelines.

V. PRODUCT DELIVERY SCHEDULE

A. Cash on Delivery

Upon confirmation of buyer

Merchant should fulfill delivery within five days

B. Manual/Online Payment (GCash ,
Paymaya, and Bank Transfer)

Upon payment confirmation from
admin

Merchant should fulfill delivery within
three days

VI. SALES AND REMITTANCES

All payment transactions will be handled by SARAP or Tindahang Rizaleny and will be credited to the dedicated bank account.

SARAP shall remit the monthly sales to merchant every 1st Saturday of the following month.

Acknowledgement receipt shall be issued by the merchant to SARAP upon receipt of the payment.

VII. EFFECTIVITY AND DURATION

This agreement shall take effect upon signing by the parties hereto and shall remain in force for one (1) year commencing upon the receipt of the application, renewable for another year thereafter subject to review and approval.

In case of termination, the merchant shall submit a written notice one (1) month before the termination date subject to approval of SARAP and DTI Rizal. The merchant's deposit of Php 1,500.00 will be forfeited **as contract pre-termination penalty.**