

# Service Delivery Policy – ZarooriJini

**Last Updated:** May 2026

This Service Delivery Policy outlines the operational standards, timelines, and service delivery processes followed by Zaroori Retail through ZarooriJini.

## 1. Scope of Services

Zaroori Retail provides marketplace onboarding, ERP services, account management, cataloging, operational support, consultation, advertising coordination, invoicing systems, and workflow management services through ZarooriJini.

## 2. Service Timelines

Service delivery timelines may vary depending upon marketplace approval processes, client documentation availability, operational dependencies, category restrictions, and third-party platform requirements.

## 3. Marketplace Onboarding

Marketplace onboarding services depend upon approval systems and policies controlled by third-party marketplaces. Zaroori Retail shall make commercially reasonable efforts toward onboarding execution and coordination.

## 4. Operational Execution

Operational tasks may include account setup, cataloging, product listing support, agreement handling, invoice generation, advertising coordination, reporting, and workflow management.

## 5. Digital Delivery

Invoices, agreements, payment receipts, reports, ERP credentials, operational updates, and communication may be delivered digitally through ZarooriJini, email, WhatsApp, or official communication channels.

## 6. Client Responsibilities

Clients are responsible for providing accurate documents, approvals, product details, compliance information, and operational cooperation required for timely execution of services.

## 7. Delays Beyond Company Control

Service delays caused by marketplace policies, third-party systems, incomplete client documentation, internet disruptions, compliance issues, or operational dependencies shall not be treated as service failure by Zaroori Retail.

## **8. Support & Ticketing**

Clients may raise support requests or operational tickets through ZarooriJini or official communication channels. Resolution timelines may vary depending upon issue complexity and operational workload.

## **9. Service Modifications**

Zaroori Retail reserves the right to modify operational workflows, service structures, support processes, and platform features where required for operational improvement.

## **10. Contact Information**

### **Zaroori Retail**

Ludhiana, Punjab, India

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ERP Platform: <https://zaroorijini.com>

Contact Person: Rivant

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