

Compliance Checklist

There are a set of compliance requirements that your website needs to meet. These are setup in place to maintain an international standard for online compliances. Please check and make adjustments for the following points:

1. Your website should have a-
 - a. **'Terms & Conditions'** Page (where terms of service, terms of use, disclaimer & terms of sales, general condition of business, legal notes should be incorporated);
 - b. **'Refund and Return Policy'** Page (which should exhibit set of rules that lets customers know what to expect if they need to return product(s), claim refund, how long it takes to refund for card payment and other methods, under which circumstances refund policy applicable etc.); and
 - c. **'Privacy-Policy' page** (where how your company collects, handles & processes data of the customers as well as the visitors should be mentioned).

All these should be accessible from the home page.

2. There must be an-
 - a. **'About Us'** page (where you should communicate the story of your business, and the general background of it.)
3. Your home page should display
 - a. Phone number;
 - b. Email address (where customers can reach with any query) and
 - c. Office physical address.
4. Among all the pages/tabs you have, there must be some information populating these pages. No blank page/tab should be there.
5. During checkout, there should be a checkbox right before 'confirming/placing order' which prompts the customer to read and agree to the Terms & Conditions, Privacy Policy and Return Refund Policy (all hyperlinked to the respective pages). The checkbox should be blank and the customer has to check it themselves in order to proceed.
6. As per Digital E-Commerce Policy 2021 published by the Commerce Ministry, under clause 3.1.12, the merchant must need to display any of the following information of Trade License Number/ Vat Registration Number/ E-TIN/ Unique Business Identification Number (UBID)/ Personal Retail Account Number (PRA) on the website/ social media page.
7. As per Digital E-Commerce Policy 2021 published by the Commerce Ministry, under clause 3.1.17, delivery time must be displayed on the website, and it should be specific.
8. Please add a shurjoPay footer on your website to make your customers aware about the payment methods available in advance. You can find a footer from the mail attached section.
9. Finally share your digital signature with your Key Account Manager for availing MIDs.