

## II. Terms & Conditions for Online Vendor Registration Fees, Renewal, Tender/Bid Fees, and Security Deposit

### **1. General**

- 1.1. These Terms & Conditions govern the payment and applicability of Registration Fee, Renewal Fee, Tender/Bid Submission Fee, and Security Deposit for vendors registering on the Phileein Hospitality Private Limited's Vendor Portal.
- 1.2. By initiating registration and/or making payments through the Portal, vendors confirm their **acceptance of these Terms & Conditions**.
- 1.3. All payments must be made **online** via the payment gateway integrated with the Portal.

### **2. Registration Fees**

- 2.1. A non-refundable registration fee as decided by Company's Management will be payable at the time of submitting the online vendor registration form.
- 2.2. Registration fees may vary depending on vendor category, sub-category or business type, as notified by Phileein Hospitality Private Limited.
- 2.3. Payment of the Registration Fee grants access to the Vendor Portal but does not guarantee the award of contracts, orders, or business opportunities.

### **3. Renewal of Registration Fee**

- 3.1. Vendor registration will remain valid till 31<sup>st</sup> March i.e. the last day of the financial year from the date of successful registration.
- 3.2. Vendors must pay a Renewal Fee before expiry of the registration validity to continue being eligible on the Portal.
- 3.3. Failure to renew within the stipulated time may result in suspension or deactivation of the vendor's Portal account.
- 3.4. Renewal Fee is also non-refundable.

### **4. Tender / Bid Submission Fee**

- 4.1. For participation in specific tenders/bids, vendors are required to pay a **Tender Fee / Bid Submission Fee** as specified in the tender document.
- 4.2. This fee is **non-refundable**, regardless of the outcome of the tender/bid.

4.3. Vendors failing to pay the prescribed Tender Fee will not be eligible to participate in that tender/bid.

## **5. Security Deposit**

5.1. Vendors may be required to submit a Security Deposit as part of tender participation, contract execution, or supply agreement.

5.2. The amount, form, and validity period of the Security Deposit will be clearly specified in the respective tender/contract.

5.3. The Security Deposit is refundable subject to successful completion of obligations, provided there is no breach, default, or penalty.

5.4. The Security Deposit may be forfeited fully or partially in cases including (but not limited to):

- Withdrawal of bids after submission,
- Failure to execute the contract after award,
- Breach of tender/contract terms,
- Non-performance or misconduct.

## **6. Payment Confirmation & Tax Invoice**

6.1. Payments must be made through the approved online payment gateway provided on the registration portal.

6.2. All fees are payable in advance and in full before the application is processed.

6.3. Upon successful payment, the vendor will receive a system-generated confirmation via the Portal.

6.4. Vendors are responsible for any applicable bank charges, transaction fees, or taxes.

6.5. If a **tax invoice** is required, vendors must submit a request via email to [support@phileeinhospitality.com](mailto:support@phileeinhospitality.com)

## **7. Refunds**

7.1. Registration Fees, Renewal Fees, and Tender/Bid Submission Fees are strictly non-refundable.

- 7.2. Refunds, where applicable, are limited to Security Deposits only, and will be processed within 30 working days from confirmation of compliance with contract/ tender terms.
- 7.3. Refunds will be credited to the bank account provided by the vendor during the online registration process.
- 7.4. In case of duplicate payments due to technical error, refunds will be processed only after verification by Phileein Hospitality Private Limited.

## **8. Non-Compliance**

- 8.1. Failure to comply with payment requirements may result in rejection of registration, cancellation of renewal, disqualification from tenders, or suspension from the Portal.
- 8.2. Vendors found misrepresenting facts, defaulting on commitments, or violating Portal policies may face forfeiture of deposits and blacklisting from future opportunities.

## **9. Rejection of Application**

- 9.1. Payment of registration fees does not guarantee vendor approval or onboarding.
- 9.2. Phileein Hospitality Private Limited reserves the right to reject or cancel vendor applications at its sole discretion, without obligation to refund the registration fee.

## **10. Dispute Resolution**

- 10.1. Any disputes related to fee payment will be handled in accordance with Phileein Hospitality Private Limited's policies.
- 10.2. The courts at **Mumbai, Maharashtra** shall have exclusive jurisdiction over any disputes.

## **11. Amendments and Final Authority**

- 11.1. The Company reserves the right to modify, amend, or update these Terms & Conditions at any time without prior notice.
- 11.2. Decisions of the Company regarding applicability, refunds, forfeitures, or waivers shall be final and binding.