

DECLARATION UNDER CONSUMER PROTECTION (E-COMMERCE) RULES, 2020

I Satish Kilam, Nodal Officer of M/s Vitaflow Healthcare Private Limited having its registered office at 312 Patpadganj Indl Area Near Him Motors East Delhi - 110092 India and corporate office- E130, 2nd floor scrtor-7, Noida-201301, solemnly affirm, declare and undertake as under that:

1. I am fully competent to depose in this self-declaration as I am the Nodal Officer of the Inventory E-commerce Entity duly appointed by a Board Resolution annexed herewith.
2. We fully comply to the provisions of the Consumer Protection (E-commerce) Rules, 2020, and Consumer Protection Act, 2019, related to inventory E-commerce entities, as amended from time to time.
3. We have displayed all information on our website www.zoewellness.in, required and prescribed under clause 4 (2) of the said Rules.
4. That we do not indulge or get involved in any Unfair Trade Practice as required under clause 2 (3) of the said Rules.
5. That we fully abide by the provisions contained in Clauses 4 (4 to 6) of the said Rules whereby we have appointed **Mr. Gopal Kumar** as our Grievance Redressal Officer to look after and resolve the complaints and grievances of the consumers vide Board resolution annexed herewith. Grievance Redressal mechanism and Buyback & refund mechanism are also annexed herewith.
6. We shall record consent of the intending consumer before confirming the order as provided under clause 4 (9 & 10) of the said Rules.
7. We shall not manipulate the prices of goods and services offered by us on our platform in any manner whatsoever as required under clause 4(11) (a) of the said rules.
8. We shall not discriminate or differentiate between any class of consumer as required under clause 4 (11) (b) of the said Rules.
9. We shall abide by and comply, in letter and spirit, with all provisions of Clause 7 of the said Rules.
10. All documents referred to in the preceding para may be read as part & parcel of this self-declaration also as the same have not been reproduced here for the sake of brevity.

Signed and stamped by:


VITAFLOW HEALTHCARE PVT. LTD.

Nodal Officer: Mr. Satish Kilam

Mob No. 98110051766

Authorised Signatory

E-mail ID: s.kilam@zoewellness.in

Dated: 10th July, 2023

