

FREQUENTLY ASKED QUESTIONS (FAQ'S)

The FAQ's listed below covers a range of questions that will enable sellers and buyers ("Participants") who intend to participate in the services provided on Doctor Sand Limited's (the "Company") electronic platform ("Online Platform"). The Online Platform shall provide services consisting of online auctions ("E-Auction"), sale of Goods at fixed price and quantity ("Fixed Price Sale") and such other services that the Company may decide from time to time.

PART A

GENERAL FAQ

1. What are the types of services that are provided by the Online Platform?

The Online Platform will provide the following services to its Participants:

- (i) Classic E-Auction: This service will consist of e-auctions for sale of various types of sand and other supplementary products ("**Goods**") on the Online Platform wherein the Online Platform will list Goods for e-auction on behalf of the sellers. Under the Classic E-Auction the bidders shall place upward bids in order to buy the Goods listed on the Online Platform.
- (ii) Fixed price sale ("**Fixed Price Sale**"): Under the Fixed Price Sale segment, the Online Platform shall offer Goods consisting of sand and supplementary products either on behalf of the sellers or of the Company or on under the Company's own name, at a fixed price and quantity. Interested buyers will have an option to purchase Goods available either on cash or credit basis. Fixed price sale shall consist of sale of Goods in bulk quantity as well as sale of Doctor Sand branded sandbags, as the case may be.

2. Under what Registration Tab should I register myself to participate in the services offered on the Online Platform?

- (i) Any Buyers registered with the Online Platform and interested in viewing and / or purchasing Goods under the Fixed Price Sale segment shall have the option to either access the Online Platform through the 'Guest check-in' mode or through the 'User Login' tab.
- (ii) All the persons interested in viewing the ongoing auctions can access the 'Guest check-in' mode available on the Online Platform.
- (iii) All Participants interested in participating in the E-Auctions, shall login through the 'User Login' tab on the Online Platform after completing the registration process as required by the Online Platform.

3. Who can participate on the Online Platform? Can individual retail buyers participate on the Online Platform?

All consumers of Goods used in construction, manufacturing processes, or having any other commercial use, located in India (viz. proprietorship/partnership firms registered in India, companies incorporated in India etc.) can participate in the Classic E-Auctions, Fixed Price Sale segment and any other services provided, upon registering themselves on the Online Platform.

4. What are the types of sand and other products, which will be available for sale on the Online Platform?

The Online Platform will sell only ethically sourced, quality tested, and IS compliant sand. The types of sand to be sold on the Online Platform shall include concrete, plaster, masonry, recycled and silica (glass and foundry). The Online Platform shall also offer supplementary products like aggregates, silt, crushed rock fines, etc.

5. What are the environment requirements I need to have to access the Online Platform?

To access the Online Platform, you need to have a computer system and an internet connection. It is recommended that, for a smooth operation of the Online Platform, you should have a dedicated internet connection. The browser should be JAVA enabled (Mozilla Firefox / Google Chrome/ Internet Explorer).

6. Do I need to have Anti-Virus software on my machine system?

It is recommended that all Participants should install an updated Anti-Virus software system prior to participating on the Online Platform. Bid files and the other required supporting documents which are virus infected will be rejected by the Online Platform.

7. What is the default date and time format used on the Online Platform?

The default Date and Time format is Indian Standard Time (IST). The format used is DD-MM-YYYY and HH:MM AM/PM. This standard convention will be followed in all the pages displayed on the Online Platform.

PART B
E-AUCTION FAQ

8. What is an E-Auction on an Online Platform?

The E-Auction on the Online Platform facilitates the E-Auction participants to sell or bid for Goods primarily consisting of sand and any other material, equipment that are ordinarily used for construction activities via the internet. Participating in an E-Auction is convenient, easy to use, cost effective and reduces indirect costs incurred in a physical auction.

9. What are the basic features that will be available to me as a registered Participant of the E-Auction on the Online Platform?

As a Participant, you will be able to:

- (i) View announcements related to all upcoming auctions.
- (ii) View auction status for ongoing, rescheduled or cancelled E-Auctions.
- (iii) List products on the Online Platform for the purposes of setting up an auction.
- (iv) Records of all previous and ongoing bids undertaken by the Participant.

10. How do I enroll online to participate on the Online Platform?

The Online Platform provides a simple registration process for all the users intending to participate on the Online Platform in the manner stated below;

In case you are a seller:

- (i) You will need to undergo a user verification process whereby you will need to provide details such as self-attested copies of AADHAR card number, copy of electricity bill etc.;
- (ii) As an intending seller you will also need to provide company details such as company's memorandum of association (MOU), corporate identification number (CIN) etc.;
- (iii) Upon completion of verification of your details, you will need to pay the applicable annual registration fee as decided by the Online Platform from time to time;
- (iv) Post payment of your registration fee, as a seller you will also need to undergo plant assessment process undertaken by the Online Platform. If the plant assessment process is successful, you will be formally registered on the Online Platform and given a seller code. An e-mail confirming your registration will be sent to you by the Online Platform along with unique user ID and password which will be used by you to login on the Online Platform.

In case you are a buyer:

- (i) You will need to undergo a user verification process whereby you will need to provide details such as email ID, phone number, self-attested copies of AADHAR card number etc.;
- (ii) As an intending buyer you will also need to provide company details such as company's GST registration number, corporate identification number (CIN) etc.;

- (iii) Upon completion of verification of your details, you will need to pay the applicable one-time registration fee as decided by the Online Platform from time to time;
- (v) Post payment of registration fee, you shall be registered on the Online Platform. An e-mail confirming your registration will be sent to you by the Online Platform. Upon registration, you will be eligible to participate in Fixed Price services (on cash basis) offered on the Online Platform. You will also be provided with a unique user ID and password which will be used to login on the Online Platform;
- (iv) In case you wish to participate in E-Auctions and Fixed Price Sale services (credit basis) conducted on the Online Platform, you will need to undergo a basic verification which shall be carried out by the Online Platform. You will also be required to submit additional documents and may also be subjected to an office visit by the representatives of the Company which would enable you to participate in the E-Auctions and purchase Goods at a fixed price on credit basis.

All the steps involved in the registration process including the applicable registration fees, documents required to be submitted, timelines for submissions shall be as laid down in the E-Auction T&Cs, Fixed Price Sale T&Cs or any other relevant document relating to the service provided by the Online Platform.

11. Do I need to pay any fees for registration on the Online Platform?

Yes. The Participant will be required to pay registration fee as a part of registration process with the Online Platform. Registration fee will be determined by the Online Platform from time to time and shall be exclusive of all applicable taxes, if any. The Participants shall transfer the registration fees to the Online Platform through online banking mode only. Payment of registration fees cannot be made in cash / DD / cheque.

12. Can I make changes to my account details after being registered on the Online Platform?

Yes. You can make account related changes after being registered on the Online Platform. The changes upon being verified by the Online Platform, will be updated and reflected in your account after a period of 3 (Three) working days.

13. Once I am enrolled on the Online Platform how long will my registration be valid for?

In case you are a seller: after being registered on the Online Platform, your registration will be valid for a period of 1 (One) year from the date on which you were enrolled on the Online Platform or the date on which the Online Platform will 'Go Live', whichever is later. Upon expiry of your registration, you need to pay the prescribed registration fee for renewal of your registration.

In case you are a buyer: your registration on the Online Platform will be a onetime registration and will be valid until otherwise cancelled by the Online Platform.

However, if after the enrollment, the Participant violates any terms and conditions of the Online Platform, the Online Platform shall have the discretion to cancel the registration of the Participant. Upon cancellation of registration, the Participant shall be prohibited from participating in the services offered on the Online Platform.

14. In how many auctions can I participate on the Online Platform at one time?

If you are a seller: Since multiple auctions will be conducted on the Online Platform, you can participate in more than one E-Auctions listed on the Online Platform.

If you are a buyer: You will be eligible to participate in the ongoing auctions only if you have the requisite credit limit as determined by the Online Platform prior to participating in E-Auction service.

15. How can queries be raised and complaints be lodged on the Online Platform?

All queries will be addressed by the Online Platform by sending an email to the website support@doctorsand.com

All complaints can be registered on the Online Platform by sending an email to support@doctorsand.com. The Online Platform will address every complaint received by it within a period of 48 hours after receiving the said complaint.

16. Will platform provide link for payment to seller?

No. The Online Platform shall not provide any link to the buyers for making payments to the seller.

The buyer shall make all payments online through the Online Platform. No payments shall be directly made to the seller.

17. Are there any instances when the E-Auction can get cancelled?

Yes, the E-Auction, at the discretion of the Online Platform may be cancelled in the instances listed below. All events of cancellation are listed in detail in the refund and cancellation policy of the Company. Few of the instances are:

- (i) In case there are no bidders willing to participate in the E-Auction scheduled to be conducted on a given day.
- (ii) In case the Participants do not submit any bid offer during the E-Auction process within the allotted timeframe.
- (iii) In any instances whereby, the Online Platform is unable to conduct E-Auctions whether ongoing or proposed, due to system failure of the Online Platform.

18. How is an auction lot listed?

- (i) The Online Platform lists the E-Auction on behalf of the seller. All the details of the Goods proposed to be offered by the seller such as volume commitment, pick up location etc. shall be specified in the seller letter of authorization (SLA) which is provided by the seller at the time of registration, are displayed on the Online Platform prior to commencement of the E-auction, which shall be visible to all Participants.
- (ii) The name of the seller(s) involved in a particular E-Auction shall not be disclosed to the Participants of the E-Auction.
- (iii) The Online Platform decides the start bid price subject to the floor price condition and the volume commitment made by the seller at the time of registering on the Online Platform.
- (iv) The start bid price is revealed at the time of commencement of the E-Auction.

19. How much in advance would auctions be listed on the Online Platform?

- (i) An E-Auction may be listed at least a week in advance, so that all interested buyers have enough time to make their decision on placing of bids in the E-Auctions. Larger lot sizes would be listed even more in advance. The time period within which E-Auctions shall be listed will be at the sole discretion of the Online Platform.
- (ii) Platform feature allows buyers to be notified of upcoming auctions or specific auctions.
- (iii) Other than the start bid price, all other details are visible at the time of listing itself.

20. Can all Participants see the listed E-Auctions?

Yes. All the listed E-Auctions can be seen by all the registered Participants. The time at which the E-Auction will be held, pick up location of Goods, type, lot size etc. will be displayed on the Online Platform. Except the start bid price, details such as delivery location, transport costs etc. will be visible to the Participants.

SELLER FAQ

21. Do I need to pay any other fees/charges apart from the Registration Fee?

Yes. Apart from paying the Registration Fee, you are also required to pay the service fees (“**Platform Fees**”) for availing the various services offered by the Online Platform. The Platform Fee shall be inclusive of such additional fees as levied by the Online Platform and shall include all applicable taxes including tax deductible at source (“**TDS**”). The Platform Fee shall be paid by the sellers registered with the Online Platform.

22. Can I claim for reimbursements or adjustments of the TDS against the platform fee paid by me?

- (i) Yes, you can claim reimbursement of the TDS paid by submitting the relevant TDS certificate with the Online Platform. Please note the below steps that will help you in claiming the TDS reimbursement:
- a. Step 1: Pay the TDS amount to the government tax department and get Form16A.
 - b. Step 2: Contact seller support and create a case with the subject line : TDS reimbursement.
 - c. Step 3: Attach a scanned copy of Form16A. Please check and ensure that Form 16A / TDS certificate is legible and contains Doctorsand name, address, the amount deducted, and Doctorsand PAN.
 - d. Step 4: Doctorsand will verify Form 16 A / the TDS certificate submitted and if the claimed amount matches the TDS amount (which is included in the platform fee charged) as per Doctorsand records, then Doctorsand will reimburse the amount to your Doctorsand seller account.
 - e. Step 5: After successful reimbursement, the refunded amount will be disbursed, in the next settlement payment cycle, into your bank account.
- (ii) Also note that the documents required for claiming TDS constitute of only a valid Form 16A which is acceptable for claiming TDS. Bank challans receipts are not acceptable.
- (iii) Please check and ensure that Form 16A / TDS certificate has the name of the deductee, address of the deductee, the amount to be deducted and the PAN of the deductee. It is necessary that all such information is legible.

23. How many items will the Online Platform list in a single E-Auction?

Every item put up on the Online Platform will be auctioned in the form of “Lots”. Each such Lot can consist of either a single item or multiple items which the Online Platform can put up on behalf of a single or multiple Sellers, as the case may be. Subject to the Seller being registered on the Online Platform, there shall be no restrictions on the maximum number of E-Auctions that the Online Platform will list on behalf of the seller.

24. Do I need to have a ‘start bid price’ or ‘floor price’ for the auctions set up by the Online Platform on my behalf?

Yes. The start bid price or floor price refers to the minimum price, below which no bids submitted by the Participants will be accepted by the seller who has listed goods on the Online Platform. The start bid price, or the floor price shall be determined by the Online Platform and shall be visible to the participants only when the E-Auction commences.

25. Can I make changes to the commitment terms once it is listed on the Online Platform?

The seller shall inform the Online platform at the earliest if the seller is ineligible to fulfil the commitment terms made to the Online Platform in the E-Auction, generally within a period of 24 (twenty-four) hours after listing.

26. Can I withdraw from the E-Auction, once I have completed the auction process after the highest bidder is identified? What are the consequences of such withdrawal?

No. Once you have accepted and executed the order request form with the Online Platform, you cannot withdraw the bid. However, if you do withdraw after the acceptance and execution of the order request form, you shall be liable to penalty as may be levied by the Online Platform from time to time.

27. What is a periodic audit?

Quality assurance is an important part of our value proposition. While the Online Platform does a comprehensive seller assessment prior to on-boarding, the Online Platform will carry out a monthly quality audit – a process audit coupled with product samples being tested in an independent lab. Through our monthly quality engagement, we would try and help correct any process gap and improve the quality / productivity at the plant locations.

BUYER FAQ

28. What are the types of registration I need to undertake as a buyer?

The buyers will be registered on the Online Platform in two levels:

- (i) Level I: Upon paying the registration fee and providing the Online Platform with basic information / documentation such as phone number, email ID, PAN details etc., the buyer will be registered as level I buyer. Under level I, the buyer will be entitled to purchase Goods under the Fixed Price Sale segment on cash basis.
- (ii) Level II: The buyer will be registered as a Level II buyer in case the buyer wishes to participate in the Classic E-Auction and purchasing Goods under Fixed Price Sale on credit basis. For being registered as a Level II buyer, the buyer is required to submit additional documents as specified by the Online Platform and may also be subject to an office visit conducted by the representatives of the Company. Upon verification of the additional documentation and other relevant checks, the buyer shall be registered as a Level II registered buyer.

29. Can I withdraw after completion of the E-Auction? What are the consequences of such withdrawal?

No. Once you have accepted the order confirmation form, you cannot withdraw the bid. In case you withdraw after the order confirmation form has been accepted and signed; the Online Platform will charge an amount as penalty from you.

30. If there are any delivery issues post the completion of the E-Auction, who shall I contact?

You can contact the respective seller who delivered the Goods to you. Once the order request form is executed with the seller, the role of the Company or Online Platform with the Participants shall come to an end.

31. When do we get to know the seller identity?

In any E-Auction, the seller identity is revealed only to the winning bidder upon bid closure. The Online Platform sends an order confirmation to the winning bidder along with revealing the identity of the seller.

32. At this stage if we are not comfortable with the seller, can we opt out?

The buyer cannot opt out at this stage. If the buyer opts out, the Online Platform may levy a penalty on the buyer.

PART C

FIXED PRICE SALE FAQ

33. What are the services provided under Fixed Price Sale segment on the Online Platform?

Under the Fixed Price Sale segment, the Online Platform will provide for sale of sand and other supplementary products at a fixed price and quantity. Interested buyers will have option to purchase Goods available for sale either by making an upfront payment on cash basis or by buying the Goods on credit basis.

34. How is the listing made on the Online Platform?

- (i) The Online Platform shall list the Goods under the Fixed Price Sale segment after the seller agrees with the Online Platform the price, quantity and delivery terms to be offered to the buyers.
- (ii) The Online Platform in consultation with the seller may also decide the minimum price below which the seller's Goods will not be offered to the buyers. The Online Platform may offer the seller's Goods at a discounted price to the buyers at its sole discretion.
- (iii) The seller's name will not be revealed until the completion of the sale under Fixed Price Sale.
- (iv) The buyer purchasing Goods under this segment shall have the option to buy the Goods at both ex-works (invoice value excluding transportation costs) as well as FOR (invoice value including transportation costs).

35. How is the payment made under the Fixed Price Sale segment?

Under the Fixed Price Sale segment, all the payments will be made upfront in case the sale on cash basis as well as on credit basis, through an online mode provided by the Online Platform.

36. Can all buyers see the listed Goods on the Online Platform?

Yes. All buyers, whether registered or unregistered with the Online Platform, can view and purchase Goods available under the Fixed Price Sale services provided by the Online Platform.

37. Can I cancel my order once placed with the Online Platform? Will I get refund for cancellation?

Yes, you can cancel the order once placed with the Online Platform. However, you would get refund on cancellation if the Goods cancelled have not been dispatched from the seller's location.

The amounts relating to refund and the timelines within which refunds will be made by the Online Platform shall be as per the Fixed Price Sale refund and cancellation policy of the Online Platform.