

**TO WHOMSOEVER IT MAY CONCERN  
SELF-DECLARATION PURSUANT TO CONSUMER PROTECTION (DIRECT  
SELLING) RULES, 2021**

We the Management of **NETSURF COMMUNICATIONS PRIVATE LIMITED (CIN: U74110PN2000PTC142615) (the Company)** hereby declare that:

1. The Company has complied with the provisions of Consumer Protection (Direct Selling) Rules, 2021 and is not involved in any Pyramid Scheme or money circulation scheme.
2. The Company has not adopted any unfair trade practice in the course of its business or otherwise and abides by the requirements specified in any law for the time being in force.
3. All products of the Company comply with the declarations to be made under the Legal Metrology Act, 2009.
4. Company owns, holds or is the licensee of trademarks, service marks or any other identification marks which identify the Company with the goods or services to be sold or supplied by them and that, they do not give commissions, bonus or incentives on sale of goods or services of which the Company is not the owner, holder or licensee of trademark, service mark or other identification marks.
5. Company has obtained all applicable trade registrations and licenses, including Permanent Account Number and Goods and Services Tax Registration in various states they operate in.
6. Company has a prior written contract with its direct sellers in order to authorize them to sell or offer to sell its goods or services, and the terms of such agreement are just, fair and equitable.
7. Company has ensured that all its direct sellers have verified identities and physical addresses and they have issued identity cards and documents only to such direct sellers;
8. Company has created adequate safeguards to ensure that goods and services offered by its direct sellers conform to applicable laws;
9. Company shall be liable for the grievances arising out of the sale of goods or services by its direct sellers.
10. Company owns and operates the URL: <https://netsurfnetwork.com/> only.
  - a. Company has prominently displayed/uploaded the following details on its website as on today:
    - i. registered name of the direct selling entity;
    - ii. registered address of the direct selling entity and of its branches;
    - iii. contact details, including e-mail address, fax, land line and mobile numbers of its customer care and grievance redressal officers;
    - iv. a ticket number for each complaint lodged through which the complainant can track the status of the complaint;

- v. information relating to return, refund, exchange, warranty and guarantee, delivery and shipment, modes of payment, grievance redressal mechanism and such other information which may be required by the consumers to make informed decisions;
- vi. information on available payment methods, the security of those payment methods, the fees or charges payable by users, the procedure to cancel regular payments under those methods, charge-back options, if any, and the contact information of the relevant payment service provider which may be accessed [Here](#). -
- vii. total price of any goods or service in single figure, along with its break-up price showing all compulsory and voluntary charges, including delivery charges, postage and handling charges, conveyance charges and the applicable tax;
- viii. correct and complete information at pre-purchase stage to enable buyers to make informed purchase decisions, and such information shall, in addition to the mandatory declarations to be provided under the Legal Metrology (Packaged Commodities) Rules, 2011, contains the following information, namely:—
  - 1. the name of purchaser and seller;
  - 2. description of goods or services;
  - 3. quantity of goods or services;
  - 4. the estimated delivery date of goods or services;
  - 5. the process of refund;
  - 6. warranty of the goods;
  - 7. exchange or replacement of goods in case of it being defective;
  - 8. all contractual information required to be disclosed by or under any law for the time being in force.

**For NETSURF COMMUNICATIONS PRIVATE LIMITED**

**Sd/-**  
**Sujit Jain**  
**Managing Director**  
**DIN:01463586**  
**Date: 10.03.2022**  
**Place: Pune**