

Terms & Conditions

Bigship Technologies Private Limited | Last updated: 07th October 2026

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These Terms and Conditions ("**Terms**") govern your access to and use of the Bigship website, platform, applications and logistics services ("**Services**").

By accessing or using the Website or Services, you agree to be bound by these Terms, including any applicable service-specific terms, policies and future modifications.

Bigship may add, modify, replace or remove any part of these Terms from time to time. Any updated Terms will become effective when published on the Website unless otherwise specified.

1 User Information and Account

You agree to provide and maintain accurate, complete and current information, including your name, address, email address, contact number and other information required for the Services, in accordance with applicable KYC and legal requirements.

If you maintain an online account with Bigship, you are responsible for safeguarding your login credentials and for all activities conducted through your account.

2 Merchant Responsibilities

The Merchant is responsible for:

- Providing accurate order, shipment, product and consignee information;
- Ensuring that the Merchant has all necessary rights, permissions, consents and authorisations to provide such information to Bigship;
- Complying with applicable laws and regulations;
- Ensuring that the products being shipped are legally permitted;
- Complying with packaging, labelling and documentation requirements;
- Providing accurate product descriptions;
- Providing all required shipping and customs documentation;
- Complying with the rules of the applicable Service Provider/courier;
- Ensuring that restricted and prohibited goods are not shipped;
- Resolving customer disputes within applicable timelines;
- Paying applicable shipping charges, duties, penalties and other amounts; and
- Complying with these Terms and all applicable service-specific policies.

3 Channel and Marketplace Integrations

Bigship may integrate with third-party marketplaces, e-commerce platforms, sales channels and other services ("**Channels**"). By connecting a Channel account, the Merchant:

- authorises Bigship to access and process information made available through the integration as necessary to provide the Services, and

- represents that it has the requisite authority, permissions and consents to do so, and agrees to comply with applicable Channel terms, policies and requirements.

The Merchant remains responsible for the accuracy and legality of information submitted, its Channel account, credentials and permissions, and compliance with applicable Channel requirements.

4 Data Handling and Prohibited Use

Bigship will process Channel and marketplace data in accordance with applicable law, contractual obligations and its Privacy Policy.

Bigship will not:

- Sell buyer/consignee personal data;
- Use marketplace buyer data for unrelated commercial purposes;
- Use marketplace data to independently contact buyers for unauthorised marketing;
- Disclose marketplace data to unauthorised third parties;
- Attempt to circumvent access controls or technical restrictions imposed by a Channel;
- Use Channel data to compete with or commercially exploit the Channel in an unauthorised manner; or
- Use Channel data for any purpose prohibited by the applicable Channel agreement or policy.

Bigship may use relevant data where necessary to provide the Services, comply with law, prevent fraud, resolve disputes, protect security, enforce contractual rights or fulfil another expressly authorised purpose.

5 Disconnection of Channel Integration

The Merchant may request disconnection of an integrated Channel in accordance with the functionality and process provided by Bigship.

Upon disconnection, Bigship will stop accessing new data through the relevant integration, subject to technical processing requirements and applicable contractual or legal obligations.

Disconnection does not automatically require deletion of information that Bigship is legally required or otherwise permitted to retain for purposes including accounting, taxation, dispute resolution, fraud prevention, security, audit, claims or legal compliance.

For Third Party Platform data, Bigship will follow applicable Third Party Platform requirements concerning deletion, retention and continued processing after disconnection.

6 No Marketplace Endorsement

Unless expressly authorised in writing, Bigship's integration with a Channel does not constitute an endorsement, sponsorship, partnership, certification or other official relationship between Bigship and that Channel.

The availability of an integration merely indicates that Bigship provides technical functionality intended to facilitate the relevant Services.

Any reference to a third-party marketplace, platform, courier or service provider shall not be interpreted as a representation that such third party endorses Bigship.

7 Use of Third-Party Names and Logos

Bigship may display third-party brand names, trademarks or logos only where it has the necessary permission, contractual right, licence or other lawful basis to do so.

Bigship will not represent that it is officially endorsed by a third party unless such endorsement has been expressly granted.

Third-party names and logos remain the property of their respective owners.

Bigship shall use the Third Party Platform name, trademarks, logos or other brand assets only to the extent permitted under the applicable Third Party Platform agreement, policy or written authorisation.

Any media, publication or press logo displayed on the Bigship Website shall correspond to genuine coverage, publication or other substantiated reference.

8 Website Use Restrictions

You agree not to:

- Scrape, copy, reproduce, modify, distribute or commercially exploit content from the Website without authorisation;
- Attempt to hack, reverse engineer or gain unauthorised access to the Website or systems;
- Data mine or systematically extract Website information;
- Circumvent security or access controls;
- Use the Website for unlawful purposes; or
- Interfere with the operation or security of the Website or Services.

The information and content available on the Website, including logistics service information and related infrastructure, may be proprietary to Bigship or its Service Providers.

9 Shipment Information and Compliance

The Merchant must comply with all applicable laws relating to the shipment, including laws concerning:

- Product restrictions
- Packaging & labelling
- Documentation & customs
- Duties & taxes
- Dangerous & restricted goods
- Destination-specific requirements

Shipments are accepted based on the information and description provided by the Merchant in the waybill and other applicable shipping documents.

Bigship and the relevant Service Provider may rely on the information provided by the Merchant.

The Merchant shall indemnify Bigship and/or the relevant Service Provider against claims, damages, liabilities, losses, costs and expenses arising from inaccurate, incomplete, false or misleading shipment information or failure to provide required documentation.

10 Inspection of Shipments

Bigship, the Service Provider, shipping company or any authorised governmental, customs, security or regulatory authority may open or inspect a shipment where permitted or required by applicable law, regulation, security requirements or Service Provider policy.

11 Insurance

The Merchant is responsible for obtaining appropriate insurance coverage for shipments where required or desired.

Under carrier-risk arrangements, Bigship's liability will be limited to the amount actually remitted by the applicable carrier to Bigship, subject to the applicable agreement and claim policy.

For third-party insurance, settlement will be made in accordance with the applicable insurance and claim process.

12 Duties and Taxes

The Merchant shall inform Bigship and the relevant Service Provider regarding the party responsible for applicable duties and taxes.

Where applicable, if the Shipper is responsible for the duty or the Consignee refuses to pay the applicable amount, Bigship may recover such amount from the Merchant together with any applicable advancement or processing fee.

The Merchant agrees to pay such amount within the applicable payment period specified in the relevant invoice or notice.

13 Odd Dimension or Heavy Weight Shipments

The Merchant must notify Bigship of shipments having unusual dimensions or weight.

Additional packaging requirements, handling charges or other applicable charges may apply.

Such shipments may be accepted subject to the applicable Service Provider's requirements and payment of applicable charges.

14 Prohibited Items

The following items may not be shipped through Bigship unless expressly permitted in writing and in compliance with applicable law and Service Provider requirements:

• Magnetised materials;

• Infectious substances;

• Bleach;

• Flammable adhesives;

• Live plants;

• Dry ice;

• Arms and ammunition;

• Firearms;

• Explosives;

• Military equipment;

• Automobile batteries;

• Lithium batteries where prohibited;

• Toxic chemicals;

• Fuel;

• Machinery containing fuel;

• Insecticides;

• Garden chemicals;

• Fertilisers and poisons;

• Oil-based paint;

• Thinners and other flammable liquids;

• Pressurised containers;

Alcohol and narcotic substances;	Currency and coins;	Precious stones, gems and jewellery;
Dangerous goods;	Hazardous or radioactive materials;	Foodstuff and liquor where prohibited;
Pornographic material; and	Any other goods prohibited by law, regulation or the applicable Service Provider.	

This list may be updated from time to time.

15 COD Liability in Snatching Cases

In case of forcible snatching, theft or non-payment of COD by the buyer, Bigship will not be responsible for COD remittance to the extent the amount has not been received or remitted by the relevant Service Provider.

The Merchant shall be responsible for resolving buyer disputes within the applicable timelines.

16 Early COD Plan

Where applicable:

- KYC must be completed on the Bigship account;
- For onboarded sellers, the Early COD plan will be activated only where the applicable wallet conditions are satisfied;
- The plan will apply to orders placed after activation;
- Once the plan is deactivated, applicable early COD charges will not apply to new orders;
- The Merchant must maintain sufficient wallet balance to receive COD according to the applicable schedule; and
- In case of breach of applicable conditions, charges applicable to delayed remittance may continue.

Bigship may notify the Merchant by email regarding activation, deactivation or breach of applicable conditions.

17 Generic Packing Material

Where shipments are packed using generic or plain packaging materials, including brown/plain tape or flyers, the applicable courier partner may limit or exclude liability for pilferage or related claims.

Bigship shall not be responsible for claims rejected by the relevant courier partner on this basis, subject to applicable law and contractual terms.

18 Restricted or Dangerous Goods

If a Merchant ship restricted or dangerous goods in violation of applicable Air, Surface or other transportation requirements, the Merchant shall be solely responsible for penalties, charges, claims and consequences arising from such violation, subject to applicable law.

19 Shipment Damage

Claims relating to shipment damage may be entertained only in accordance with the applicable courier/service-provider claim policy.

Where required by the applicable policy, the Merchant must ensure that relevant damage remarks are recorded on the Proof of Delivery ("POD") or other applicable delivery document.

A clean POD may result in rejection of a damage claim in accordance with the applicable Service Provider's policy.

20 Shipment Disputes and Claims

Claims or disputes relating to damage, pilferage, leakage, non-receipt, fake delivery or similar issues must be raised within the period specified under the applicable service or carrier policy.

Where a 24-hour claim period applies, the claim must be raised within 24 hours of delivery or delivery attempt.

Claims submitted after the applicable period may not be entertained.

Where applicable, settlement for lost shipments will be made in accordance with the relevant agreement and claim policy.

21 Product Description and Merchant Details

The Merchant must ensure that the correct product description and consignee details are provided for every shipment.

Incorrect or incomplete information may result in return, delay, additional charges or rejection.

Where government authorities impose a penalty because of incorrect, incomplete or misleading information provided by the Merchant, the Merchant shall be responsible for such penalty to the extent permitted by law.

22 COD Remitted Due to Wrong Delivery Status

If COD has already been remitted to the Merchant and the transaction is subsequently identified as incorrect due to an erroneous delivery status provided by a courier/service provider, Bigship may recover or adjust the relevant amount from the Merchant's wallet or future COD payments, subject to applicable contractual terms and reconciliation.

23 Penalty for Disputed Shipments/Cases

Bigship may levy a penalty on the Merchant in relation to shipments or cases disputed by a courier company, Merchant's customer or third party, including governmental authorities, where such penalty is permitted under the applicable Merchant agreement, service terms or law.

The applicable penalty may vary based on the nature and circumstances of the case.

24 Order Cancellation

An order may be cancelled through the Bigship panel where the order is in an eligible status, including:

- AWB Assignment;
- Pickup Scheduled; or
- Pickup Error.

An order generally cannot be cancelled once it has reached "Out for Pickup" status, subject to the applicable process.

For assistance, the Merchant may contact Bigship Customer Support.

25 Limitation of Liability

Bigship's liability, where applicable, shall be governed by the relevant Merchant agreement, Service Provider terms, applicable claim policy and applicable law.

Nothing in these Terms shall exclude or limit liability to the extent such exclusion or limitation is prohibited by applicable law.

26 Indemnity

To the extent permitted by applicable law, the Merchant agrees to indemnify and hold Bigship, its affiliates, employees, agents and Service Providers harmless from claims, losses, liabilities, penalties, costs and expenses arising from:

- Breach of these Terms;
- Violation of applicable law;
- Shipment of prohibited or restricted goods;
- Incorrect or fraudulent information;
- Violation of third-party rights;
- Unauthorised use of Channel data;
- Breach of privacy or data protection obligations attributable to the Merchant; or
- Acts or omissions of the Merchant.

27 Suspension or Termination

Bigship may suspend, restrict or terminate access to the Website, account, Services or Channel integration where reasonably necessary due to:

- Violation of these Terms;
- Fraud or suspected fraudulent activity;
- Security concerns;
- Non-payment;
- Violation of applicable law;
- Violation of a Channel's requirements;
- Misuse of data or Services; or
- Any other legitimate business, security or legal reason.

Where appropriate, Bigship may provide notice before suspension or termination.

28 Governing Terms of Service Providers

Services provided through Bigship may be subject to the rules, terms and regulations of the relevant Service Provider or courier.

Customers and Merchants are responsible complying with the applicable Service Provider requirements.

In case of conflict between these Terms and a specific written agreement governing a particular Service, the specific agreement may prevail to the extent expressly provided.

29 Privacy and Data Protection

Processing of personal information through the Website, Services and Channel integrations is governed by Bigship's Privacy Policy.

The Privacy Policy forms an integral part of these Terms.

30 Grievance and Contact Information

For questions, complaints, privacy concerns or grievances, please contact:

Legal Entity: Customer Service Department

Grievance Officer: Purushottam Kumar

Designation: Assistant General Manager

Grievance Email: cs@bigship.direct

Registered Office: Unit No.500, 5th Floor, ITL Twin Tower, Plot No. B-9, Netaji Subhash Place, Pitampura, Saraswati Vihar, North West Delhi, Delhi – 110034, India

31 Third-Party Platforms

Bigship may provide integrations with third-party platforms, including marketplaces and e-commerce platforms.

Such third parties operate independently and may have their own terms, privacy policies and requirements.

Bigship does not control third-party platforms and is not responsible for their independent acts, policies or services except to the extent expressly provided under a written agreement or required by applicable law.

32 Amendments

Bigship may modify these Terms from time to time.

The revised Terms will be published on the Website along with the updated **Last Updated** date.

Continued use of the Website or Services after the effective date of the revised Terms constitutes acceptance of the revised Terms to the extent permitted by applicable law.

Buyer and Consignee Data Handling

Last Updated: 07th October 2026

This Annexure forms part of the Privacy Policy of **Bigship Technologies Private Limited ("Bigship")** and describes how Bigship handles buyer and consignee personal data received through marketplace and channel integrations, including Third Party Platform, where applicable.

1 Scope

This Annexure applies to personal data relating to buyers, customers and consignees that Bigship receives from a Merchant, marketplace, e-commerce platform or other authorised Channel for the purpose of providing logistics and related Services.

The information may include:

- Buyer/consignee name;
- Delivery address;
- Mobile number and contact details;
- Order and shipment information;
- Product and quantity information;
- COD/order value information;
- Tracking and delivery information;
- Return and cancellation information; and
- Other information made available through the applicable integration and necessary to provide the Services.

2 Purpose of Processing

Bigship processes buyer/consignee data only for authorised and legitimate purposes, including:

- Importing and processing orders;
- Creating shipments and AWBs;
- Generating shipping labels and shipping documentation;
- Arranging pickup, transportation and delivery;
- Providing shipment tracking;
- Processing returns and delivery exceptions;
- Managing COD and related logistics transactions;
- Providing customer support;
- Managing claims, disputes and delivery issues;
- Preventing fraud and misuse;
- Maintaining operational, security and audit records;
- Complying with applicable law and contractual obligations; and
- Other purposes expressly authorised by the Merchant or applicable Channel.

3 Data Protection Role

Depending on the applicable transaction, contractual arrangement and applicable law, the Merchant or relevant marketplace may act as the Data Fiduciary, while Bigship may act as a Data Processor when processing buyer/consignee data on behalf of the relevant party.

Bigship will process such data in accordance with applicable law, contractual obligations and the instructions/authorisations applicable to the relevant processing activity.

The parties' precise roles shall be determined by the applicable agreement and applicable law.

4 No Sale of Buyer Data

Bigship does not sell buyer/consignee personal data.

Bigship will not use buyer/consignee data for unauthorised commercial exploitation, independent profiling or unrelated marketing.

5 Data Sharing

Buyer/consignee information may be shared only with authorised parties where necessary for providing the Services or fulfilling a lawful purpose.

Such parties may include:

- Courier and logistics partners;
- Transportation and delivery partners;
- Technology and infrastructure service providers;
- Payment service providers where applicable;
- Customer support providers;
- Authorised subcontractors;
- Government, regulatory or law-enforcement authorities where legally required; and
- Other parties expressly authorised under applicable contractual arrangements.

Bigship requires relevant service providers and subcontractors to maintain appropriate confidentiality and security safeguards.

6 Third Party Platform Data

Where an Third Party Platform account is integrated with Bigship, Bigship may process buyer/consignee data made available through the Third Party Platform integration solely for authorised logistics and related purposes.

Such purposes may include order processing, shipment creation, pickup, delivery, tracking, returns, customer support, claims, dispute management, reconciliation and compliance.

Bigship will comply with applicable Third Party Platform contractual requirements and policies relating to the processing and protection of Third Party Platform data.

7 Retention

Third Party Platform buyer/consignee data will be retained for **60 days after delivery**, subject to applicable Third Party Platform policies and contractual requirements.

Where applicable law or a legitimate legal, security, audit, tax, accounting or dispute-resolution requirement requires retention beyond this period, Bigship may retain the minimum information necessary for that purpose, subject to applicable data protection requirements.

For other Channels, data will be retained only for the period necessary to fulfil the relevant purpose, comply with applicable law, resolve disputes and fulfil contractual obligations.

8 Security Measures

Bigship maintains reasonable technical and organisational safeguards designed to protect buyer/consignee data against unauthorised access, disclosure, alteration, misuse, loss or destruction.

Security measures may include:

- Access controls;
- Authentication;
- Encryption where appropriate;
- Monitoring and logging;
- Secure infrastructure;
- Role-based access; and
- Incident response procedures.

9 Data Breach

In the event of a data security incident involving buyer/consignee data, Bigship will take reasonable steps to contain, investigate and mitigate the incident.

Bigship will provide notifications and cooperate with the relevant Merchant, Channel, authorities or other parties where required by applicable law or contractual obligations.

For Third Party Platform-related data, Bigship will comply with applicable Third Party Platform requirements concerning security incidents and data breaches.

10 Buyer/Consignee Rights

Where applicable under law, individuals may have rights relating to their personal data, including access, correction, deletion, withdrawal of consent and grievance redressal.

Where Bigship processes data on behalf of a Merchant or other Data Fiduciary, requests may need to be directed to the relevant Data Fiduciary.

Bigship will provide reasonable assistance to the relevant Data Fiduciary in handling valid requests where required by applicable law or contract.

11 Grievance Officer

Legal Entity: Customer Service Department

Grievance Officer: Purushottam Kumar

Designation: Assistant General Manager

Grievance Email: cs@bigship.direct

Security/Privacy Email: cs@bigship.direct

Registered Office: Unit No.500, 5th Floor, ITL Twin Tower, Plot No. B-9, Netaji Subhash Place, Pitampura, Saraswati Vihar, North West Delhi, Delhi – 110034, India

12 Changes

Bigship may update this Annexure from time to time to reflect changes in applicable law, contractual requirements, integrations or data-processing practices.

The revised version will be published with an updated **Last Updated** date.

Channel Integrations and Data Handling

Last Updated: 07th October 2026

This Annexure forms part of the Terms & Conditions of **Bigship Technologies Private Limited** ("**Bigship**") and governs the use of integrations between Bigship and third-party marketplaces, e-commerce platforms, sales channels and other external services ("**Channels**"), including Third Party Platform where applicable.

1 Seller Authorisation

By connecting a Channel account with Bigship, the Merchant:

- Authorises Bigship to establish and maintain the relevant integration;
- Authorises Bigship to access, receive, transmit and process information made available through the integration to provide the Services;
- Confirms that it has the legal authority to connect the relevant Channel account;
- Confirms that it has obtained all necessary permissions, notices and consents required for such integration and data processing;
- Agrees that information provided through the integration may be used for authorised logistics and related Services; and
- Agrees to comply with the applicable terms and policies of the Channel.

2 Seller/Merchant Duties

The Merchant shall:

- Maintain valid and authorised access to the Channel account;
- Provide accurate and complete information;
- Ensure that all buyer/consignee data supplied to Bigship may lawfully be processed;
- Maintain all necessary permissions, consents and authorisations;
- Comply with applicable privacy and data protection laws;
- Comply with the terms and policies of the relevant Channel;
- Ensure that products and shipments comply with applicable law;
- Not misuse or attempt to circumvent the Channel integration;
- Not provide Bigship with information that the Merchant is prohibited from sharing; and
- Promptly notify Bigship of any restriction, suspension or withdrawal affecting the integration.

3 Permitted Use of Channel Data

Bigship may process Channel data only to the extent necessary or authorised for purposes including:

- Order import;
- Shipment creation;
- AWB generation;
- Shipping label generation;
- Pickup and delivery;
- Tracking;

- Returns;
- COD and payment-related logistics processes;
- Customer support;
- Claims and dispute resolution;
- Reconciliation;
- Fraud and security prevention;
- Legal and regulatory compliance; and
- Other logistics services expressly requested or authorised by the Merchant.

4 Prohibited Use

Bigship shall not use Channel or marketplace buyer data for unauthorised purposes, including:

- Selling buyer/consignee personal data;
- Unauthorised marketing to buyers;
- Unauthorised profiling of buyers;
- Independent commercial exploitation of buyer data;
- Sharing buyer data with unauthorised third parties;
- Circumventing Channel security or access restrictions;
- Attempting to obtain data beyond the permissions granted through the integration; or
- Any purpose prohibited under the applicable Channel agreement or policy.

5 Third Party Platform Integration

Where a Merchant connects an Third Party Platform account with Bigship, the Merchant authorises Bigship to access and process information made available through the Third Party Platform integration for the purposes permitted under the applicable Third Party Platform agreement, policies and the Bigship Services.

Bigship will process Third Party Platform data only for authorised purposes and will comply with applicable Third Party Platform requirements concerning security, privacy, retention and use of such data.

6 Disconnection

The Merchant may disconnect a Channel integration in accordance with the functionality and process made available by Bigship or the relevant Channel.

After disconnection, Bigship will stop accessing new data through the integration, subject to technical processing requirements and applicable legal or contractual obligations.

Disconnection will not require Bigship to delete information that it is legally required or otherwise permitted to retain for purposes such as:

- Legal compliance;
- Tax and accounting;
- Fraud prevention;
- Security;
- Audit;
- Claims;
- Dispute resolution; or
- Enforcement of contractual rights.

For Third Party Platform data, Bigship will follow applicable Third Party Platform requirements concerning deletion and retention after disconnection.

7 Data Security

Bigship will maintain reasonable technical and organisational safeguards to protect Channel data against unauthorised access, disclosure, alteration, misuse, loss or destruction.

Access to Channel data will be limited to authorised personnel, systems and service providers who require such access for legitimate business purposes.

8 Data Breach

If Bigship becomes aware of a security incident involving Channel data, it will take reasonable steps to contain, investigate and mitigate the incident.

Where required, Bigship will notify and cooperate with the relevant Merchant, Channel or competent authority in accordance with applicable law and contractual requirements.

For Third Party Platform data, Bigship will comply with applicable Third Party Platform security incident and breach notification requirements.

9 No Marketplace Endorsement

The availability of a Channel integration does not mean that the relevant marketplace, platform or Channel endorses, sponsors, certifies or recommends Bigship.

Unless expressly authorised in writing, Bigship will not represent that it is officially endorsed by any Channel.

10 Use of Third Party Platform Name and Logo

Bigship shall use the Third Party Platform name, trademarks, logos and other brand assets only where such use is permitted under the applicable Third Party Platform agreement, policy, brand guidelines or written authorisation.

Bigship shall not represent or imply that Third Party Platform endorses or sponsors Bigship unless expressly authorised.

11 Third Party's Names and Logos

Courier, logistics provider and Service Provider names and logos may be displayed on Bigship's Website only where Bigship has the necessary permission, licence, contractual right or other lawful basis.

Any media or publication logo displayed by Bigship must relate to genuine coverage or publication and must be used with an appropriate legal basis.

Where sufficient evidence or permission is not available, the relevant media logo shall be removed.

12 Data Protection Responsibilities

The Merchant remains responsible for ensuring that it has a lawful basis and all required rights, permissions and consents for providing personal information to Bigship.

Where Bigship acts as a Data Processor, it will process relevant personal data in accordance with applicable law, contractual obligations and authorised instructions.

The applicable agreement and law will determine the respective responsibilities of the Merchant, Channel and Bigship.

13 Suspension of Integration

Bigship may suspend or disable a Channel integration where reasonably necessary due to:

- Security concerns;
- Fraud or suspected misuse;
- Violation of these Terms;
- Violation of Channel requirements;
- Unauthorised access;
- Legal or regulatory requirements; or

- Technical or operational reasons.

Where appropriate, Bigship may provide notice before suspension.

14 Governing Terms

The Merchant acknowledges that Channel integrations may also be subject to the terms, policies, developer requirements, privacy requirements and other rules of the relevant Channel.

The Merchant remains responsible for complying with those requirements.

Where there is a conflict between this Annexure and a specific written agreement governing the relevant integration, the specific agreement shall prevail to the extent expressly provided.

15 Contact and Grievance

Legal Entity: Tech Department

Grievance Officer: Ritika Mittal

Designation: Tech Support Coordinator

Grievance Email: tech@bigship.in

Registered Office: Unit No.500, 5th Floor, ITL Twin Tower, Plot No. B-9, Netaji Subhash Place, Pitampura, Saraswati Vihar, North West Delhi, Delhi – 110034, India

16 Amendment

Bigship may amend this Annexure from time to time to reflect changes in applicable law, Channel requirements, integrations or Bigship's Services.

The revised version will be published with an updated **Last Updated** date.