Document Title: Terms & Conditions
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Classification: Public

Terms & Conditions

OneSource Solutions Co.

Terms & Conditions

Effective Date: August 2026

1. Introduction

These Terms & Conditions govern the supply of products and services by **OneSource Solutions Co.** ("OneSource") to its customers. By placing an order, the customer agrees to these terms.

2. Quotations

- All quotations are valid for **15 days** unless otherwise stated.
- Prices are subject to applicable taxes (GST).
- Prices may change due to manufacturer revisions or market conditions before order confirmation.

3. Orders

- Purchase Orders (POs) should be issued in writing by email or other approved communication.
- Orders are confirmed only after acceptance by OneSource.
- Special-order or customized items cannot be cancelled once procurement has started.

4. Payment Terms

- Standard payment terms are as agreed in the quotation or purchase order.
- Overdue invoices may attract interest were permitted by applicable law.
- OneSource may suspend further supplies if payments remain overdue.

5. Delivery

- Delivery timelines are estimates and may vary based on supplier availability and logistics.
- Risk in the goods passes to the customer upon delivery.
- Customers should inspect goods at the time of receipt and report shortages or visible damage within **48 hours**.

6. Returns & Replacements

- Returns require prior approval from OneSource.
- Products damaged due to misuse, improper storage, or unauthorized modification are not eligible for return.
- Manufacturer warranty terms apply where applicable.

7. Warranty

- Warranty is limited to the manufacturer's warranty, unless otherwise agreed in writing.
- OneSource is not responsible for indirect or consequential losses arising from product use.

8. Product Availability

- Product availability is subject to stock.
- OneSource reserves the right to substitute equivalent products of equal or better quality if necessary.

9. Intellectual Property

All logos, trademarks, catalogues, and documents remain the property of their respective owners. No content may be reproduced without written permission.

10. Confidentiality

Both parties agree to maintain the confidentiality of business information exchanged during the course of the business relationship.

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11. Limitation of Liability

To the maximum extent permitted by law, OneSource's liability shall not exceed the value of the relevant order or invoice.

12. Force Majeure

OneSource shall not be liable for delays or failures caused by events beyond its reasonable control, including natural disasters, transportation disruptions, government actions, labour disputes, or supplier failures.

13. Governing Law

These Terms & Conditions shall be governed by the laws of **India**, and disputes shall be subject to the jurisdiction of the competent courts where OneSource has its principal place of business.

14. Contact Information

Contact & Responsible Officers

Operations

Vishwajeet Rathore
Head – Operations

Responsible for:

- Order processing
- Logistics
- Dispatch
- Vendor coordination
- Service delivery

Email: operations@onesources.in

Phone: +91 9424056324

Document Control Officer

Name: Alok Poddar, CA
Designation: Head – Finance & Document Control Officer

Responsibilities

- Document approval
- Version control
- Policy updates
- Financial documentation
- Compliance record management

Email: finance@onesources.in

Grievance Officer

Name: Vinay Jain

Designation: Head – Procurement & Supply Chain
Email: jain.vinay@onesources.in

Phone: +91 7470521155

Responsibilities

- Customer complaints
- Vendor grievances
- Service escalation
- Order dispute resolution
- Procurement-related concerns

Response Time:

- Acknowledgement: Within **2 Business Days**
- Resolution Target: Within **7 Business Days**

Sales & IT

Protim Neog
Head – Sales & Information Technology (IT)

Responsibilities

- Customer relationship management
- Sales enquiries and quotations
- Website administration
- CRM management
- Email administration
- Digital assets
- Product catalogue management
- IT systems and cybersecurity coordination

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Email: **sales@onesources.in** / **protim.neog@onesources.in**

Phone: **+91 92720 93437**

Legal & Compliance Contact

OneSource Solutions Co.

Registered Office

Shop No. 8, Ground Floor,
Shri Pandharinath Apartment,
Lohegaon – Wagholi Road,
Sant Nagar,
Pune – 411047,
Maharashtra, India

Email: compliance@onesources.in

Website: www.onesources.in

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