

The terms and conditions explain the nature and scope of the relationship between Halal India Pvt. Ltd., here in referred to as "HI" (as owner and management) Halal compliance certification company who is issuing Halal compliance certification to manufacture, trader and exporters . The terms and conditions cover limitations and exclusions on the liability of HI.

## **Definitions**

### **In these terms and conditions, unless the context specifies otherwise:**

"HI" shall mean Halal India Pvt. Ltd., a company incorporated under the Indian Companies Act, 1956 and having its principal place of business at Suite No. 7, III Floor, Hameedia Shopping Mall, No: 108, 109, Triplicane High Road, Triplicane – Chennai – 600005, India and such expression shall, unless it be repugnant to the subject or context thereof, include its successors, assigns, representatives and transferees.

"Halal Compliance Certificate" means a unique certificate number created for every certificate enrolment into the Halal Compliances certificate program according to the Halal Compliance standard.

"Halal Compliance Certificate" a certificate with the guidance of the halal standard issued to a product by HI where a unique certificate number is given to every product which is certified under halal compliance standard.

## **General Conditions**

a) Halal India Pvt. Ltd is committed to good professional practice through Quality in Halal Certification, Support and Service.

b) Our Vision: "To spur the Indian & International Halal Industry and serve permitted food, pharmaceutical & cosmetic products to the global Muslim community by facilitating the access to quality Halal certified products."

c) Certification and services provided by our certification body shall conform to the requirements and be performed Under the ISO 17065 and UAE.S 2055-2 Quality Standard. Management's responsibility is to provide direct leadership and resources to ensure continued conformance with these requirements. A cornerstone of our certification body's Quality Policy is that excellence in the quality of the audits and client service is the result of collective effort and

commitment from all its team members. This commitment to quality shall be realized from the time of client Enquiry to the delivery of our product certificate.

d) To live up to our quality policy and objectives, our certification body shall execute audit efficiently, economically and on time with standards and SOPs.

e) The quality system is under regular review and audit. All employees are invited to suggest possible improvements in working practice to the management.

f) Defining and implementing procedures to respond to complaints, appeals and disputes by taking the fairest decisions According to the case concerned

g) Contributing to society through various CSR activities

h) Objective evidence in support of our certification body's Quality Policy is the responsibility of the Product Manager/Technical Manager/Quality Manager Enrolment in the Program

## **Halal Certification Privacy Policy:**

"HI" represents a Mercantile that are interested in providing relevant offers and services to ensure that the offers and services are relevant we may solicit information from the members time to time. This is solely for the purpose of making the program more meaningful. We are committed to protecting the privacy of our Clients .This section explains how we protect and use your information in safe, secure and responsible manner because we value your privacy.

- Protection and Security of information a priority
- Collecting information
- Managing information
- Ensuring Information accuracy
- Honoring your preferences
- Protection of customer data is our priority and HI safeguards your data by:
- Setting policies and procedures to securely handle your information
- Strictly limiting access to sensitive information
- Protecting against unauthorized access to customer data
- Authentication and virus detection technology
- Requiring service providers to comply with privacy laws in India
- Information collected

## **Cookies:**

Cookies clearing Solution uses cookies, tracking pixels and related technologies from third parties like Google, Facebook, and affiliate marketing agencies. Cookies are small data files that are served by third party tools and stored on your device. We use cookies dropped by us or third parties for a variety of purposes including operating and personalizing the website. Cookies may also be used to track how you use the site to target ads to you on other websites.

## **Termination of Certificate**

A halal certificate may be terminate by HI. Misuse of halal compliance certificate may result in termination of the certificate or withdrawal of benefits at the sole discretion of HI.

Disqualification of certificate, arising out of misuse, fraud or duplication of certification according to the acts in a manner inconsistent with any central/state/local laws, statutes or ordinances, may result in immediate termination of Halal Compliances certification and cancellation so disqualified shall not be entitled to use his Halal Compliances certificate or its halal logo after such disqualification.

## **Miscellaneous**

Settlement of disputes: Terms and conditions, set herein, shall be governed by the laws of India only. All disputes arising under the terms and conditions shall be attempted to be resolved through negotiations. Only in case, such negotiations are unsuccessful, the Member shall resort to legal recourse, which shall be subject to the exclusive jurisdiction of the competent courts in Chennai only. All claims and disputes arising under the terms and conditions should be notified to HI within 45 working days from the event date after which certificate shall have any claim against HI.

## **Product Delivery**

HI ensure that delivery of Halal compliances certificate within,

15 days (for products dispatched through courier services like DTDC/ DHL / Bluedart etc.)

30 days (for orders dispatched through Speed Post / India Post)

From the date of confirmation of the client.

## **Return / Refund Policy**

NOW IT IS HEREBY AGREED as follows: HALAL INDIA gives authority to the above named to print the Halal India's logo as per agreement with the Halal India rules & regulations. I understand that once the Halal India logo has been applied to the above item(s), they will become the property of Halal India and

if for any reason the certification is withdrawn from my premise, I will return or remove the items containing the name/logo to Halal India to dispose of at their discretion. I / We understand that by virtue of this application, I must return the completed application form together with a non-refundable fee of RS 5,000 (Five Thousand Only) to: Halal India Pvt. Ltd., by cheque or Demand draft. IN WITNESS WHEREOF this Agreement has been executed by the parties the day and year first above written.