

BestBookBuddies Book-selling Platform:

BestBookBuddies is the Social Network Platform of Everything Books.

Over 3,00,00 users of 445+ Libraries from 27 countries are currently using the Library features provided on the BestBookBuddies (BBB) network and these numbers are growing.

BestBookBuddies ad-view have crossed 3.75 million. With the launch of interactive features, where the Books can be shared, discussed, rated, reviewed, etc., these views will grow multiple times.

These interactive features help the Readers, Authors, Publishers to connect and explore togetherness based on Books.

Readers are Students, Teachers, Educators, Librarians, Experts, Policy-Makers, Counselors, Parents, Service providers like Editors, Translators, Type-setters, Designers, Printers among others, and anyone else connected in any way to Books.

BestBookBuddies assists Librarians to Automate their Libraries free forever, connecting them to the global catalog of books. Thus the Readers can search for Books across the global catalog that is currently having over 20 million Books.

BestBookBuddies assists Publishers & Book-sellers, connect with Libraries and Readers in an interactive mode, thus enhancing their sales.

Buddies like to Buy-Read books, Sell books, Write Books, provide Services for Book-production, and BBB provides the interactive platform for each and everyone of them.

And for all the Book sales, BBB welcomes you on-board this Unique Interactive platform.

Why Sell on BestBookBuddies:

Selling on **BBB Platform** provides the Readers (Students, Teachers, Educators, Librarians, Experts, Policy-Makers, Counselors and others), the online facility to buy Books from the comfort of their homes.

Any reader can search for a book, view its details, reviews, ratings, discuss it with other readers and buy it through an online order process that needs just a few clicks.

Any seller (Publisher, Distributor, Book-seller, and even an individual) can become Seller through a simple online process at www.bestbookbuddies.com/sellers

Even individuals wanting to sell their used books are welcome to open their online shops, absolutely free of cost.

They list their Books and Magazines of all kinds on the website in any quantity by simply creating a Seller's account. **BestBookBuddies** provides convenient shopping experience, and a secure payment infrastructure.

BestBookBuddies is the convenient platform, with its readers and libraries, and your books can be easily offered to the thousands of readers, from the comfort of your home, without having to go anywhere to sell your Books. Just list your books. Once there is an

order, it will be picked up from your address and will be delivered to the buyer. Once it is delivered, money will be transferred to your (seller's) account.

BBB is an interactive platform where you can create discussion groups around your books will help generate interest and hence the sales. You can go one step further by creating a fan-club of each of your books, thus building your brand name, quiet comfortably.

How:

Selling your books through BestBookBuddies platform requires some simple steps:

1. Register yourself with BestBookBuddies.com and make yourself a Seller.
 - Once you are registered with BestBookBuddies, you will find the option of becoming a seller in your Account options.
 - Fill-in the simple set of forms and upload your KYC documents along-with the bank account that will receive the sales-proceeds.
2. List your books (new or used) on BestBookBuddies.com
 - Once you are registered with BestBookBuddies as a seller, you can easily list any kind of books with the simple tool provided in your seller's dashboard.
 - Once your KYC documents are approved and a sample bank transaction completed, your list goes live and becomes visible to buyers and the selling starts.
3. Create Book Pages (optional) for the Buyers to see, discuss, share, review, rate your Books on BestBookBuddies.com.
 - This generates discussions around your books, resulting in visibility and hence, your books become visible, bringing in the potential customers buying your books.
4. Customers buying Books:
 - BestBookBuddies provides a simple-easy process of buying your books for the customers at other end, resulting in a positive experience. With trustworthy and secure payment infrastructure, we help customers make quick, easy, and worry-free purchase.
5. Delivery of purchased Books: **BestBookBuddies.com** provides a smooth experience for all the stake-holders (Buyer, Seller, Logistics) in this process of delivering the book/s bought.
 - Seller, Logistics partner and Buyer will get a notification of the order placed and this order will be available for online tracking till the delivery is completed.
 - Book/s are picked up from seller's location by the designated Logistics partner (scheduled in advance) and delivered to the buyer.
6. Seller receives payment through BestBookBuddies.
 - Once the order is complete and the confirmation received about the satisfactory delivery, Seller can request for payout through his Seller's account.
 - Payment will be processed only if their are no complaints from the buyer.
 - Payouts happen every month.
7. Cost of Books & other items at BestBookBuddies platform
 - Seller will ensure that the sale price offered at BBB Platform is never more than the price offered elsewhere in the market, whether it is on brick-n-

mortar shops on other online platforms. The customers at BBB should get the same prices/offers that are provided elsewhere by the Seller.

Cost of Selling:

To sell on **BestBookBuddies.com** sellers pay the following Fees.

Any Seller/User can sell books through **BestBookBuddies and** there is no fees for joining the platform and for listing their books, the Sellers pay the fixed fee of 20% on each item sold. This amount is on the selling price, after taking into account the discounts/offers that may be running from time to time.

Method of Delivery:

BestBookBuddies provides an efficient delivery service, thanks to its Logistics partners. The order/s are picked up from the seller's location by the selected/designated Logistics partner and delivered to the buyers' location with minimal effort from sellers. Customers get track-able shipments and faster and predictable delivery time. There will not be any cash on delivery option for now.

- It works simply:
 1. Item/s listed by you on **BestBookBuddies.com** are ordered by a buyer. You get notified of the order placed via Email and your seller dashboard.
 2. Logistics partner schedules the pickup and you keep the item/s packed properly in a tamper-proof and transit-carriage worthy packaging amenable to reasonable handling during transit, ready for shipment.
 3. BestBookBuddies Logistics partners picks up the package from your doorstep.
 4. BestBookBuddies delivers the package to the customer and notifies you.
 5. Payment/s are transferred to your designated bank account as per agreed schedule.

We offer the best possible delivery charges according to the place of delivery.

Cancellation

Can the buyer cancel an order?

Buyer can cancel the booked order, online, before the product has been shipped. In such a case, the entire order amount paid by the buyer, will be refunded, and nothing will be payable to the Seller.

In case the ordered item has been shipped but has not yet been delivered to the buyer, the buyer may still cancel the order online. In this case, the refund will be processed once the Seller receives the originally ordered item/s back from the courier. In this case, the two-ways shipping charges will be deducted from the amount paid by the buyer and the balance shall be returned to the buyer after the material has reached back to Seller safely. In this case, nothing will be payable to the Seller.

An order cannot be canceled once the item has been delivered to the buyer.

Returns

Can the buyer return the item/s bought?

If the buyer has received an item in a 'Damaged', 'Defective' or 'Not as Described' state, the buyer can place the Return request, online, within 3 hours of the item/s received.

For Fiction, Comics, DVDs, CDs, Magazines, and Newspapers, there won't be any return policy, unless the buyer finds them in a bad condition, and initiates the return within 1 hour of the item/s received.

In such situations, the Seller will be bound to replace the Damaged', 'Defective' or 'Not as Described' item/s and pay for the shipment charges of the same, for getting them back as well as for the delivery of replacement item/s. This replacement must be made within the normal delivery schedule under which these item/s were originally delivered. If the items to be replaced are no more available and hence, cannot be replaced, the order will be canceled by BestBookBuddies and the shipment charges (for sending and returning) will be deducted from the Seller's account. The buyer will receive the full refund in such a case, from BestBookBuddies.com **This describes the BestBookBuddies's Replacement Guarantee, which the Seller is bound to fulfill under all circumstances.**

When are returns not possible?

There are certain scenarios where it is not possible us to support returns/Replacement.

- Return/Replacement request is made beyond the specified time frame (3 hours after delivery).
- Product is damaged because of use or Product is not in the same condition as the buyer received it.
- Anything missing from the package sent to buyer including but not limited to price tags, labels, original packing.

When are Refunds provided?

We work to provide the most hassle-free online shopping experience. Everyone is covered and your money is safe.

Dispute Redressal

In case of a dispute between the Seller and the Buyer, the BestBookBuddies will have the final right to decide the matter, and both the Seller and Buyer will be bound by such a decision.

Non-Fulfillment of Order

What if an order received is not dispatched by Seller?

Any order that is not dispatched by the Seller will attract a penalty of 2.5% of the cost of order and this amount will be deducted from the next payment due to Seller from Best Book Buddies.

If there are 3 such non-dispatches, the Seller's account can be immediately canceled by Best Book Buddies.

PAYMENT

All payment of the orders delivered and confirmed within a month, are due to be paid by the 10th of the following month, directly to Seller's designated bank account. All such status will be visible in the Seller's dashboard on BestBookBuddies website and you will be informed via email of all payments sent to your bank. In case of any delay in transmission of payment/s between the two banks, please let us know and we will ensure an immediate follow-up with our bank to resolve the issue. Normally, such transmissions are smooth and quick due to the encouraged digital payment scenario.

SHIPPING

Delivery charges?

At BestBookBuddies, the delivery charges vary with the city of delivery and not the price of books. Shipping charges will be payable by the Buyer. We encourage you to offer a discount by waiving off the shipping charges in part/full when the purchases are made beyond a particular amount, to encourage more sales.

Why every time it's not possible to deliver the product on expected time?

It is possible that the Seller or our courier partners have a holiday between the day the buyer placed the order and the date of delivery, which is based on the time-lines shown on the product page. In this case, we add a day to the estimated date. Some courier partners do not work on Sundays and this is factored in to the delivery dates.

What is the estimated delivery time?

At BestBookBuddies, shipping can be done on any day of the week unless our shipping partners have holiday.

Estimated delivery time depends on the following factors:

- The Seller offering the product.
- The destination to which the buyer wants the order shipped to and location of the Seller.

Are there any hidden costs (sales tax, octroi etc) ?

The prices given by you on the website should be all inclusive, without any extra taxes or hidden charges. The buyers should be asked to pay the price that they see on the product and nothing extra other than delivery charges. The delivery charges will also be displayed in coordination with the chosen Logistics partner, as per country zone.

Does BestBookBuddies deliver internationally?

As of now, BestBookBuddies doesn't deliver items internationally.