



## ENROOTS HORIZON PRIVATE LIMITED

N.B. Apartment, First Floor, Block 2, Holding No. 13/A,  
Station Road (Nalta), Kolkata, West Bengal, India 700079  
Email: [customercare@myehpl.com](mailto:customercare@myehpl.com), Website: [www.myehpl.com](http://www.myehpl.com)  
Customer Care No.: 18003137879

### DECLARATION UNDER CONSUMER PROTECTION (E-COMMERCE) RULES, 2020

I, Kundan Choudhary, Nodal Officer of M/S Enroots Horizon Private Limited, having its registered office at N.B Apartment, 1<sup>st</sup> Floor, Block 2, Holding No. 13/A, Station Road (Nalta), Kolkata-700079, West Bengal, India (Hereinafter referred to as EHPL), do hereby declare and undertake as under that:

1. I am fully competent to sign this declaration as I am the Nodal Officer of the Inventory E-commerce Entity named above duly appointed by a Board Resolution annexed herewith.
2. EHPL fully complies with the provisions of the Consumer Protection (E-commerce) Rules, 2020, and Consumer Protection Act, 2019, related to inventory E-commerce entities, as amended from time to time
3. EHPL has displayed all information on its website: [www.myehpl.com](http://www.myehpl.com), required and prescribed under clause 4 (2) of the said Rules.
4. EHPL does not indulge or get involved in any Unfair Trade Practice as required under clause 2 (3) of the said Rules.
5. That EHPL fully abides by the provisions contained in Clauses 4 (4 to 6) of the said Rules whereby EHPL have appointed Mr. Kundan Choudhary, as its Grievance Redressal Officer to look after and resolve the complaints and grievances of the consumers vide Board resolution annexed herewith. Grievance redressal mechanism and Buy back & refund mechanism are also annexed herewith.
6. That EHPL has applied to become a Convergence Partner of the National Consumer Helpline, in compliance of clause 4(7) of the said Rules and as annexed herewith.
7. EHPL shall record consent of the intending consumer before confirming the order as provided under clause 4 (9 & 10) of the said Rules. Order Form for a consumer along-with its terms & conditions is annexed herewith.
8. EHPL shall not manipulate the prices of goods and services offered by it on its platform in any manner whatsoever as required under clause 4(11) (a) of the said rules.
9. EHPL shall not discriminate or differentiate between any class of consumer as required under clause 4 (11)(b) of the said Rules.
10. EHPL shall abide by and comply, in letter and spirit, with all provisions of Clause 7 of the said Rules
11. All documents referred to in the preceding para may be read as part & parcel of this declaration also as the same have not been reproduced here for the sake of brevity.

Dated:

For Enroots Horizon Pvt. Ltd.  
*Kundan Choudhary*

Declarant Nodal Officer  
(Kundan Choudhary)  
NODAL OFFICER