

Terms & Conditions

Commercial Terms for Institutional B2B Buyers

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1. Introduction & Acceptance of Terms

Welcome to **Spiceratioo** ("Spiceratioo", "we", "our", or "us"). These Commercial Terms & Conditions ("Terms") govern your access to and use of the Spiceratioo website, all digital platforms operated under the Spiceratioo brand, and any commercial interaction conducted through our sales representatives, export desk, technical team, laboratories, or authorized communication channels.

By accessing this website, requesting technical documentation, downloading product information, submitting enquiries, requesting quotations, approving samples, or entering into commercial discussions with Spiceratioo, you acknowledge that you have read, understood, and agree to be bound by these Terms.

These Terms apply to every stage of our commercial relationship, including but not limited to:

- Website usage
- Product enquiries
- Technical consultations
- Sample requests
- Commercial quotations
- Purchase negotiations
- Export documentation
- International shipments
- After-sales technical support

Spiceratioo operates exclusively as a **business-to-business (B2B)** supplier of premium agricultural ingredients. Our portfolio includes whole spices, essential oils, oleoresins, botanical extracts, natural food flavors, vanilla products, seasonings, spice blends, and other industrial food ingredients supplied to manufacturers, processors, distributors, importers, and institutional buyers worldwide.

The information presented throughout this website is intended solely for commercial procurement professionals and corporate entities. Nothing contained on this website shall constitute a legally binding offer to sell products until confirmed through an authorized written quotation, commercial agreement, or purchase contract issued by Spiceratioo.

As an agricultural business, many of our products originate directly from farms, plantations, and natural growing regions. Product availability, crop volumes, pricing, and technical characteristics may therefore vary according to harvest conditions, seasonal factors, climatic influences, and applicable regulatory requirements.

Spiceratioo reserves the right to modify, update, suspend, or discontinue any aspect of its products, services, technical documentation, website content, pricing models, manufacturing processes, or commercial policies without prior notice where necessary to maintain operational efficiency, regulatory compliance, or business continuity.

Where a separate written Supply Agreement, Sales Contract, Purchase Agreement, or Non-Disclosure Agreement (NDA) has been executed between Spiceratioo and a customer, the provisions contained within that agreement shall prevail to the extent of any inconsistency with these Terms.

These Terms are designed to establish a transparent commercial framework that protects both Spiceratioo and its customers while promoting long-term business relationships built upon quality, traceability, regulatory compliance, and responsible international trade.

2. Commercial Eligibility

Business-to-Business Supply Policy

Spiceratioo operates exclusively as a **Business-to-Business (B2B)** supplier of premium spices, botanical extracts, natural food flavours, essential oils, oleoresins, seasonings, spice blends and other industrial food ingredients.

Our products and services are developed specifically for commercial and industrial applications. Accordingly, all enquiries, quotations, samples and commercial transactions are intended solely for registered business entities and institutional buyers.

Our customers typically include, but are not limited to:

- Food Manufacturers
- Beverage Manufacturers
- Bakery & Confectionery Companies
- Dairy Manufacturers
- Nutraceutical Companies
- Pharmaceutical Manufacturers
- Flavour Houses
- Ingredient Distributors
- Spice Importers & Exporters
- Contract Manufacturers
- HoReCa Supply Companies
- Institutional Buyers
- Private Label Brands

- Research & Development Organisations
- Government & Semi-Government Procurement Agencies

Spiceratioo does not currently operate as a retail business through this website. Individual consumers, household purchases, or personal-use enquiries fall outside the intended scope of our commercial operations unless specifically approved by our management.

By submitting an enquiry, requesting product samples, downloading technical documentation or initiating commercial discussions with Spiceratioo, you represent and warrant that:

- You are acting on behalf of a legally established business, institution or commercial organisation.
- You possess the necessary authority to represent your organisation in commercial discussions.
- Information provided during enquiries, quotations or purchase negotiations is accurate, complete and truthful.
- Products requested are intended for lawful commercial, industrial, research or institutional use.
- You will comply with all applicable laws, regulations and import requirements within your respective jurisdiction.

Spiceratioo reserves the right to request reasonable information to verify the commercial identity of prospective customers where necessary. Such information may include business registration details, tax identification numbers, company websites, import licences, manufacturing licences or other documentation considered appropriate to support due diligence and responsible commercial engagement.

Submission of an enquiry or request for quotation does not establish a contractual relationship between Spiceratioo and the prospective buyer. Commercial supply shall commence only after written acceptance of a quotation, issuance of a purchase order, confirmation by Spiceratioo and fulfilment of any agreed commercial conditions.

Spiceratioo further reserves the right to decline enquiries, quotations or commercial transactions where, in our reasonable judgment, the proposed transaction may involve regulatory concerns, sanctions, restricted products, unethical business practices, conflicts of interest, fraudulent activity or any circumstance that may expose either party to legal, financial or reputational risk.

Our commitment is to establish long-term relationships with responsible manufacturers, processors, distributors and industrial buyers who share our values of quality, transparency, traceability and professional business conduct.

3. Products & Agricultural Nature

Understanding Natural Ingredient Variability

Spiceratioo specializes in premium agricultural ingredients sourced from plantations, farms, grower networks and carefully selected origins. Unlike synthetic or chemically manufactured materials, agricultural products are naturally influenced by environmental conditions, seasonal cycles and biological variation.

As a result, no two harvests are ever completely identical.

Natural differences in climate, rainfall, soil composition, altitude, cultivation practices, harvest timing and post-harvest processing can influence the physical, chemical and sensory characteristics of spices, botanical extracts and other natural ingredients.

Accordingly, customers acknowledge and accept that reasonable variations may occur between harvests or production batches, including but not limited to:

- Colour and visual appearance
- Size, shape and density
- Aroma and flavour profile
- Moisture content
- Essential oil content
- Oleoresin yield
- Volatile oil composition
- Bulk density
- Particle size distribution (for processed ingredients)
- Botanical appearance
- Natural texture
- Crop maturity

These natural variations do not necessarily indicate inferior quality, product defects or non-conformance. Instead, they represent the inherent characteristics of authentic agricultural products.

Spiceratioo employs comprehensive sourcing, grading, laboratory evaluation and quality assurance procedures to minimise commercial variation while preserving the authenticity and natural integrity of every ingredient.

Where product specifications are agreed in advance, commercially reasonable efforts are made to supply products that comply with the defined parameters. However, unless expressly guaranteed in writing, agricultural ingredients should not be expected to demonstrate absolute uniformity across different crop years or harvest seasons.

Customers are encouraged to evaluate representative samples and technical documentation before confirming commercial production requirements, particularly where ingredient performance is critical to manufacturing processes or finished product characteristics.

Product photographs, videos, brochures, colour references and marketing materials displayed on this website are intended solely for illustrative purposes. Due to natural agricultural variation, seasonal harvest differences and photographic conditions, the actual appearance of supplied products may differ slightly from images presented online.

Likewise, technical information published on this website—including typical analytical values, moisture ranges, volatile oil percentages, particle sizes and other product characteristics—should be considered indicative unless specifically confirmed within an approved Product Specification Sheet, Certificate of Analysis (COA) or commercial agreement.

Certain products may also be offered in multiple grades, origins, mesh sizes, processing methods or customer-specific specifications. Unless otherwise agreed in writing, Spiceratioo reserves the right to determine the most appropriate commercial grade that satisfies the agreed product specification.

Nothing contained within this website shall be interpreted as guaranteeing identical crop characteristics across all future harvests. Our commitment is to deliver ingredients that consistently meet agreed commercial specifications while respecting the natural variability inherent in agricultural production.

By purchasing agricultural ingredients from Spiceratioo, customers acknowledge the biological nature of these products and agree that reasonable natural variation, when within accepted commercial tolerances, shall not constitute grounds for rejection or claims.

4. Technical Documentation, Product Specifications & Laboratory Information

Product Information & Technical Documentation

At Spiceratioo, technical documentation forms an essential part of our commitment to transparency, quality assurance and responsible ingredient supply. We recognize that food manufacturers, flavour houses, nutraceutical companies and industrial processors rely upon accurate technical information when evaluating raw materials for product development, regulatory compliance and commercial production.

Accordingly, we provide technical documentation for selected products where commercially appropriate and subject to customer requirements.

Such documentation may include, but is not limited to:

- Product Specification Sheets (TDS)
- Certificates of Analysis (COA)
- Product Data Sheets
- Allergen Statements

- Declaration of Origin
- Safety Information
- Microbiological Reports
- Heavy Metal Analysis
- Pesticide Residue Reports
- Moisture Analysis
- Volatile Oil Analysis
- Essential Oil Profiles
- Oleoresin Specifications
- Export Documentation
- Other technical documents as agreed between the parties.

The availability of specific documentation may vary depending upon the product category, processing method, customer requirements, destination country and applicable regulatory obligations.

Product Specifications

Technical specifications supplied by Spiceratioo describe the agreed commercial characteristics of a product at the time of manufacture or batch release.

Unless expressly confirmed in writing, specification values should not be interpreted as permanent guarantees applicable to every future production batch or harvest season.

Natural agricultural ingredients are subject to biological variation. Consequently, certain analytical parameters may vary within commercially acceptable tolerances due to factors including:

- Seasonal harvest conditions
- Botanical variation
- Climatic influences
- Soil characteristics
- Drying and curing practices
- Storage conditions
- Processing methods
- Natural ageing

Where customer-specific specifications are required, these shall be mutually agreed in writing before production or shipment.

Certificates of Analysis (COA)

Certificates of Analysis are issued only for the specific production batch or lot identified within the certificate.

A COA represents laboratory observations, analytical results and quality parameters applicable exclusively to the tested batch at the time of analysis.

Certificates of Analysis should not be interpreted as guaranteeing identical analytical values across future production lots, subsequent harvests or separate commercial shipments.

Customers requiring batch-specific testing are encouraged to confirm analytical requirements before production commences.

Laboratory Testing

Where applicable, laboratory evaluation may include physical, chemical and microbiological testing appropriate for the product supplied.

Testing may include analysis of parameters such as:

- Moisture Content
- Volatile Oil Content
- Essential Oil Composition
- Particle Size
- Bulk Density
- Appearance
- Aroma
- Colour
- Microbiological Parameters
- Heavy Metals
- Pesticide Residues
- Other customer-specific analytical requirements.

Testing protocols may vary according to customer specifications, destination country regulations, product category and commercially accepted industry methods.

Customer Verification

Customers are responsible for determining whether supplied ingredients are suitable for their intended manufacturing process, product formulation, regulatory obligations and commercial application.

We strongly recommend that customers conduct their own incoming quality inspection, validation trials and production-scale evaluations before incorporating any ingredient into commercial manufacturing.

Product approval following laboratory evaluation or sample acceptance should not replace the customer's own internal quality assurance procedures.

Product Performance

Technical documentation provided by Spiceratioo is intended to assist commercial evaluation and procurement decisions.

However, because ingredient performance may vary according to manufacturing processes, formulation methods, processing temperatures, storage conditions and numerous other variables beyond our control, Spiceratioo cannot guarantee identical performance across every production environment.

Customers remain responsible for validating product suitability under their own manufacturing conditions.

Technical Advice

From time to time, our technical team may provide recommendations regarding ingredient selection, product applications or processing methods.

Such guidance is provided in good faith based upon available information and industry experience.

Unless specifically incorporated into a written commercial agreement, technical advice should be regarded as general guidance only and does not constitute a warranty regarding product performance, regulatory compliance or suitability for any particular application.

Customers should independently verify all technical recommendations before commercial implementation.

Documentation Updates

Spiceratioo reserves the right to revise product specifications, technical documentation, analytical methods or quality parameters where necessary to reflect improvements in manufacturing practices, regulatory developments, scientific understanding or customer requirements.

The most recent approved technical documentation shall supersede any previously issued versions unless otherwise agreed in writing.

5. Product Samples, Product Evaluation & Customer Approval

Product Samples & Commercial Evaluation

Spiceratioo understands that product samples play an essential role in supplier qualification, formulation development, laboratory evaluation and commercial procurement. Accordingly, product samples may be supplied upon request to assist customers in evaluating product characteristics before commercial purchase.

Samples are intended solely for technical evaluation, laboratory testing, research and development, product trials or internal commercial assessment. Unless otherwise agreed in writing, samples are not intended for commercial production, retail sale or market distribution.

The supply of a product sample does not constitute a commercial contract, guarantee of future supply or commitment to manufacture products with identical analytical values beyond commercially accepted agricultural tolerances.

Purpose of Samples

Product samples are provided to allow customers to evaluate characteristics such as:

- Appearance
- Colour
- Aroma
- Flavour
- Texture
- Particle Size
- Moisture Content
- Processing Performance
- Manufacturing Compatibility
- Product Suitability

Customers are encouraged to perform comprehensive technical evaluations under their own manufacturing conditions before approving any ingredient for commercial production.

Sample Approval

Customer approval of a product sample indicates acceptance of the product's general commercial characteristics at the time of evaluation.

However, approval of a sample shall not be interpreted as a guarantee that every future production batch will be visually or analytically identical.

Because Spiceratioo supplies natural agricultural ingredients, commercially reasonable variations may occur between harvest seasons, production batches and manufacturing lots while remaining within agreed product specifications.

Pilot Production & Scale-Up

Performance observed during laboratory trials, pilot-scale production or limited manufacturing runs may differ from results achieved during full-scale commercial production.

Manufacturing variables including equipment design, processing temperatures, mixing procedures, storage conditions, ingredient interactions and production methods can significantly influence finished product performance.

Accordingly, customers remain responsible for validating ingredient performance within their own commercial manufacturing environment before commencing large-scale production.

Batch-to-Batch Variation

Agricultural ingredients naturally exhibit variation between harvests and production lots.

Accordingly, minor differences may occur between an evaluation sample and subsequent commercial shipments with respect to:

- Colour
- Aroma
- Natural flavour intensity
- Moisture Content
- Essential Oil Content
- Volatile Oil Profile
- Particle Distribution
- Botanical Appearance
- Natural Texture

Such variation shall not, by itself, constitute grounds for rejection provided the supplied material complies with the mutually agreed commercial specification.

Customer Evaluation Responsibility

Customers are solely responsible for determining whether supplied ingredients satisfy their technical, regulatory, functional and commercial requirements.

Where products will be incorporated into food, beverage, nutraceutical, pharmaceutical or cosmetic formulations, customers should complete all necessary laboratory evaluations, regulatory reviews, stability studies and manufacturing trials prior to commercial release.

Approval of a sample should never replace a customer's own quality assurance procedures or regulatory obligations.

Sample Storage

Product samples should be stored under appropriate environmental conditions consistent with the nature of the ingredient supplied.

Exposure to excessive heat, direct sunlight, humidity, oxygen or improper storage conditions may alter the physical, chemical or sensory characteristics of the sample.

Spiceratioo shall not be responsible for changes in sample quality resulting from improper handling or storage after delivery.

Sample Ownership & Confidentiality

Unless otherwise agreed, samples supplied by Spiceratioo remain subject to these Commercial Terms & Conditions and shall not be reproduced, reverse engineered, commercially distributed or supplied to third parties without prior written consent.

Customers shall treat all accompanying technical documentation, product specifications, analytical reports and commercial information provided with the sample as confidential unless such information is already publicly available.

Sample Validity

Product samples represent the commercial quality available at the time of sampling.

As agricultural products evolve through subsequent harvests, seasonal changes and production cycles, previously supplied samples should not be relied upon indefinitely for future purchasing decisions.

Where significant time has elapsed between sample approval and commercial ordering, Spiceratioo reserves the right to recommend updated samples to ensure continued alignment with current production.

Commercial Acceptance

Submission of a purchase order following evaluation of a sample shall be deemed confirmation that the customer has independently assessed the product and considers it suitable for its intended commercial application.

Unless otherwise agreed in writing, acceptance of a commercial shipment constitutes final confirmation that the customer has completed all necessary evaluations and accepted the product in accordance with the agreed specifications and commercial terms.

6. Commercial Quotations, Pricing & Market Conditions

Commercial Quotations

All quotations issued by Spiceratioo are provided in good faith based on information, product availability and prevailing market conditions at the time of issuance.

Unless otherwise stated in writing, quotations are non-binding, confidential and intended solely for the recipient to evaluate a potential commercial transaction. A quotation shall not constitute a legally binding agreement or obligation to supply products until confirmed through written acceptance by Spiceratioo and the issuance of a formal order confirmation or commercial agreement.

Quotations may include product specifications, estimated lead times, commercial terms, Incoterms®, payment conditions, validity periods, packaging details and other transaction-specific information. Customers are responsible for reviewing all quotation details carefully before confirming an order.

Quotation Validity

Every quotation issued by Spiceratioo remains valid only for the period expressly stated within the quotation document.

Where no validity period is specified, quotations shall be deemed valid for **seven (7) calendar days** from the date of issue unless withdrawn earlier.

Following the expiry of the quotation validity period, Spiceratioo reserves the right to revise pricing, specifications, delivery schedules or commercial conditions without prior notice.

Customers are encouraged to obtain updated quotations before placing purchase orders where quotation validity has expired.

Agricultural Commodity Pricing

Many products supplied by Spiceratioo are agricultural commodities whose market values are influenced by dynamic domestic and international conditions.

Accordingly, product prices may fluctuate due to factors including, but not limited to:

- Crop yield and harvest volume
- Seasonal availability
- Weather conditions
- Pest or disease outbreaks
- Global demand and consumption patterns
- Currency exchange rate fluctuations
- Freight and logistics costs
- Fuel prices
- Labour costs
- Government regulations
- Export restrictions
- Import duties
- Market speculation
- Supply chain disruptions
- International commodity trends

Customers acknowledge that these factors are beyond the reasonable control of Spiceratioo and may require periodic revision of commercial pricing.

Currency Exchange

Where quotations are issued in foreign currencies, pricing is based upon the prevailing exchange rate applicable at the time of quotation.

Significant fluctuations in exchange rates occurring prior to order confirmation, production or shipment may require corresponding adjustments to the quoted price unless otherwise agreed in writing.

Unless specifically stated, customers shall bear all bank charges, intermediary banking fees, currency conversion costs and international transfer expenses associated with commercial payments.

Freight & Logistics Costs

Freight rates, container availability, inland transportation charges, port handling costs and shipping line surcharges are subject to frequent market fluctuations.

Where freight charges are quoted separately or included within commercial pricing, Spiceratioo reserves the right to revise logistics-related costs where material changes occur before shipment due to circumstances beyond our reasonable control.

Every effort will be made to communicate such changes promptly and transparently.

Minimum Order Quantities

Certain products may be supplied subject to minimum commercial order quantities (MOQ), minimum production volumes or minimum export shipment requirements.

Applicable minimum quantities may vary depending upon:

- Product category
- Packaging format
- Processing requirements
- Destination market
- Manufacturing schedule
- Customer-specific specifications

Minimum order requirements shall be communicated during the quotation process where applicable.

Product Availability

Product availability depends upon harvest conditions, production schedules, raw material procurement, inventory levels and manufacturing capacity.

Although Spiceratioo strives to maintain reliable supply, quotations remain subject to product availability at the time of order confirmation.

Acceptance of a quotation does not reserve inventory unless expressly confirmed in writing.

Price Revisions

Spiceratioo reserves the right to revise quoted prices before commercial acceptance where significant changes occur in raw material costs, exchange rates, transportation expenses, government regulations or other factors materially affecting production costs.

Once a purchase order has been formally accepted and confirmed in writing, pricing shall remain valid in accordance with the agreed commercial contract unless otherwise provided within the agreement.

Taxes, Duties & Government Charges

Quoted prices are exclusive of taxes, duties, levies, customs charges, inspection fees or governmental charges unless expressly stated otherwise.

Customers shall remain responsible for all applicable taxes, import duties, customs clearance expenses, inspection fees and regulatory charges applicable within their respective jurisdictions.

Indian Goods and Services Tax (GST), where applicable, shall be charged in accordance with prevailing statutory requirements.

Commercial Negotiations

Commercial quotations are prepared based on the information available at the time of enquiry.

Any subsequent changes requested by the customer—including modifications to product specifications, packaging, quantity, delivery schedules, destination, documentation or regulatory requirements—may require revision of pricing, lead times or other commercial conditions.

Spiceratioo reserves the right to issue updated quotations reflecting such changes before accepting the order.

Errors & Omissions

While every reasonable effort is made to ensure the accuracy of quotations, typographical errors, clerical mistakes, calculation errors or inadvertent omissions may occasionally occur.

Spiceratioo reserves the right to correct such errors at any time prior to commercial acceptance without incurring liability.

Customers shall be notified promptly where corrections materially affect the proposed transaction.

Commercial Acceptance

No quotation shall become binding until:

- A valid purchase order has been received.
- Commercial terms have been mutually agreed.
- Required advance payments or financial conditions have been satisfied, where applicable.
- Written confirmation has been issued by an authorised representative of Spiceratioo.

Only upon completion of these steps shall a quotation be considered converted into a commercial supply agreement.

7. Purchase Orders, Contract Formation & Order Management

Purchase Orders & Commercial Acceptance

A Purchase Order ("PO") submitted by a customer constitutes a formal request to purchase products from Spiceratioo in accordance with the specifications, quantities and commercial terms contained within the Purchase Order.

Submission of a Purchase Order alone shall not create a legally binding contract or obligate Spiceratioo to manufacture, reserve inventory or dispatch products.

A commercial contract shall be deemed to exist only after Spiceratioo has issued written acceptance of the Purchase Order through an authorised Order Confirmation, Proforma Invoice, Commercial Contract or other written communication from an authorised representative.

Until such confirmation is issued, Spiceratioo reserves the right to decline, modify or negotiate any Purchase Order without liability.

Purchase Order Requirements

To ensure accurate order processing, customers should include, wherever applicable:

- Product Name
- Product Grade
- Botanical Name (where relevant)
- Required Specifications
- Quantity
- Packaging Requirements
- Destination Country
- Delivery Location
- Preferred Incoterms®
- Required Documentation
- Regulatory Requirements
- Labelling Instructions
- Shipping Marks
- Payment Terms

- Requested Delivery Schedule

Incomplete or ambiguous Purchase Orders may result in delays while clarification is obtained.

Order Confirmation

Following review of the Purchase Order, Spiceratioo may issue an Order Confirmation summarising the agreed commercial terms.

The Order Confirmation shall normally include:

- Accepted Products
- Confirmed Quantities
- Commercial Pricing
- Payment Terms
- Manufacturing Lead Time
- Delivery Terms
- Packaging Details
- Documentation Requirements
- Shipment Schedule
- Applicable Incoterms®
- Special Commercial Conditions

Customers are responsible for reviewing the Order Confirmation carefully and notifying Spiceratioo promptly of any discrepancies.

Failure to communicate discrepancies within a reasonable period may be deemed acceptance of the confirmed commercial terms.

Production Scheduling

Manufacturing activities commence only after all commercial prerequisites have been satisfied.

Depending upon the transaction, this may include:

- Written Order Confirmation
- Advance Payment
- Approved Artwork
- Packaging Approval

- Customer Specifications
- Technical Clarifications
- Regulatory Documentation
- Export Compliance Requirements

Production schedules are prepared based upon manufacturing capacity, raw material availability, harvest conditions and previously confirmed customer commitments.

Estimated lead times are provided in good faith but remain subject to operational circumstances beyond our reasonable control.

Order Amendments

Customers occasionally require modifications after an order has been confirmed.

Where commercially feasible, Spiceratioo will make reasonable efforts to accommodate requested changes.

However, amendments involving the following may require revised pricing, production schedules or additional charges:

- Product Specification
- Quantity
- Packaging Format
- Label Design
- Delivery Schedule
- Shipping Destination
- Documentation Requirements
- Regulatory Compliance
- Transport Method
- Incoterms®

Acceptance of any amendment remains solely at the discretion of Spiceratioo.

Order Cancellation

Once production has commenced, raw materials have been procured or packaging materials have been customised, cancellation of an order may not be possible.

Where cancellation is accepted, customers may remain responsible for costs reasonably incurred, including but not limited to:

- Raw Material Procurement
- Manufacturing Costs
- Packaging Materials
- Laboratory Testing
- Documentation Preparation
- Freight Reservations
- Administrative Expenses

Cancellation requests shall be evaluated individually based upon the stage of production and commercial commitments already undertaken.

Customer Delays

Where shipment, production or documentation is delayed due to incomplete information, delayed approvals, payment delays or other customer-related circumstances, Spiceratioo reserves the right to revise manufacturing schedules accordingly.

Such delays may also affect agreed delivery dates, inventory availability and logistics planning.

Spiceratioo shall not be liable for consequential delays arising from customer actions or omissions.

Partial Shipments

Unless expressly prohibited within the commercial agreement, Spiceratioo reserves the right to make partial shipments where commercially appropriate.

Customers shall remain responsible for payment of products delivered under each partial shipment in accordance with the agreed payment terms.

Allocation of Supply

During periods of limited harvest availability, extraordinary market demand or supply chain disruption, Spiceratioo may allocate available inventory among customers based upon commercial commitments, contractual obligations, production schedules and long-term supply relationships.

Such allocation shall be undertaken in a commercially reasonable manner with the objective of maintaining fairness and continuity of supply.

Customer Responsibility

Customers are responsible for ensuring that all specifications, regulatory requirements, labelling instructions, packaging approvals and commercial information provided to Spiceratioo are complete, accurate and final before production commences.

Spiceratioo shall not be responsible for delays, additional costs or manufacturing errors resulting from inaccurate or incomplete customer instructions.

Entire Commercial Agreement

The final commercial agreement between Spiceratioo and the customer shall consist of the following documents, where applicable:

- Commercial Quotation
- Purchase Order
- Order Confirmation
- Product Specifications
- Commercial Invoice
- Proforma Invoice
- Supply Agreement
- Any mutually executed written amendments

In the event of any inconsistency between these documents, the terms contained within the most recently executed written agreement shall prevail unless otherwise expressly stated.

8. Payment Terms & Financial Conditions

Commercial Payment Policy

Payment terms applicable to each transaction shall be specified within the Commercial Quotation, Proforma Invoice, Sales Contract, Purchase Order Confirmation or any other written agreement issued by Spiceratioo.

Unless otherwise agreed in writing, no commercial transaction shall be considered confirmed until the applicable financial conditions have been satisfied.

Payment terms may vary depending upon factors including customer history, order value, destination country, product category, manufacturing requirements, credit assessment and commercial relationship.

Accepted Payment Methods

Depending upon the nature of the transaction, Spiceratioo may accept payment through one or more of the following methods:

- Advance Telegraphic Transfer (T/T)
- Letter of Credit (L/C)
- Partial Advance with Balance Before Shipment
- Documentary Collection (where mutually agreed)
- Other commercially agreed banking arrangements

The availability of any payment method shall remain solely at the discretion of Spiceratioo and may vary between customers.

Advance Payments

For first-time customers, customised products, customer-specific manufacturing or transactions involving significant production commitments, Spiceratioo may require partial or full advance payment prior to commencement of manufacturing or procurement activities.

Receipt of advance payment enables production scheduling, raw material procurement, packaging preparation and reservation of manufacturing capacity.

Where advance payment is required, production shall not commence until cleared funds have been received in the designated bank account of Spiceratioo.

Letter of Credit (L/C)

Where payment is agreed through an irrevocable Letter of Credit, the Letter of Credit shall:

- Be issued by a mutually acceptable financial institution.
- Be payable at sight unless otherwise agreed.
- Clearly specify all commercial terms.
- Contain documentary requirements that are commercially reasonable.
- Be established within the timeframe agreed between the parties.

Any amendment requested after issuance of the Letter of Credit shall be subject to acceptance by Spiceratioo.

Additional banking charges arising from customer-requested amendments shall remain the responsibility of the customer unless otherwise agreed.

Credit Terms

Credit facilities, deferred payment arrangements or open account trading may be offered only to approved customers following commercial evaluation and internal credit assessment.

Granting of credit shall not create any continuing obligation upon Spiceratioo to extend identical credit terms for future transactions.

Spiceratioo reserves the right to modify, suspend or withdraw credit facilities at any time where commercial circumstances reasonably justify such action.

Invoices

Commercial invoices shall be prepared based upon the products supplied, quantities dispatched and commercial terms agreed between the parties.

Customers should review invoices promptly upon receipt.

Any dispute concerning invoice accuracy should be communicated in writing within a reasonable period following receipt of the invoice.

Failure to notify Spiceratioo of any material discrepancy within such period may be treated as acceptance of the invoice.

Payment Due Dates

Customers shall ensure that payments are received on or before the agreed due date.

Payment shall be considered completed only when cleared funds have been credited to the designated bank account of Spiceratioo.

The initiation of a bank transfer shall not constitute payment until settlement has been successfully completed.

Bank Charges

Unless otherwise agreed in writing:

- Customers shall bear all overseas banking charges.
- Intermediary bank deductions shall be borne by the customer.
- Currency conversion costs shall remain the customer's responsibility.
- Any deductions resulting in underpayment shall be promptly settled by the customer.

Spiceratioo should receive the full invoice amount without deduction unless expressly agreed otherwise.

Taxes & Government Charges

Prices quoted by Spiceratioo are exclusive of applicable taxes, duties, customs charges, inspection fees and governmental levies unless expressly stated otherwise.

For domestic transactions, Goods and Services Tax (GST) shall be charged in accordance with prevailing Indian tax legislation.

International buyers remain responsible for:

- Import Duties
- Customs Clearance Charges
- Local Taxes
- Regulatory Fees
- Inspection Charges
- Port Charges
- Destination Country Compliance Costs

unless specifically included within the agreed commercial terms.

Late Payments

Timely payment is essential for maintaining efficient commercial operations.

Where payment is delayed beyond the agreed due date, Spiceratioo reserves the right to:

- Suspend production.
- Delay shipment.
- Withhold commercial documentation.
- Suspend future quotations.
- Decline additional purchase orders.
- Reassess customer credit terms.

Exercise of these rights shall not prejudice any other legal or contractual remedies available to Spiceratioo.

Outstanding Balances

Where previous invoices remain unpaid beyond agreed terms, Spiceratioo may decline acceptance of additional Purchase Orders until outstanding balances have been satisfactorily resolved.

Existing production schedules may also be revised where necessary to protect commercial interests.

Currency Fluctuations

Where payment is agreed in foreign currency, settlement shall be made in the currency specified within the commercial agreement.

Significant exchange rate movements occurring before commercial acceptance may result in revised pricing where expressly permitted under the quotation or agreement.

Following formal commercial acceptance, pricing shall remain subject only to the terms agreed between the parties.

Retention of Title

Legal ownership of products supplied by Spiceratioo shall remain with Spiceratioo until payment has been received in full, unless ownership transfers earlier under the applicable Incoterms® or governing law.

Transfer of possession or shipment of goods shall not automatically constitute transfer of ownership where outstanding payment obligations remain.

Set-Off

Customers shall not withhold payment or offset invoice amounts against any alleged claim, dispute or counterclaim unless such right has been expressly recognised in writing by Spiceratioo or determined by a court of competent jurisdiction.

Collection Costs

Where legal, administrative or third-party recovery action becomes necessary to collect overdue payments, customers may be responsible for reasonable costs incurred in connection with such recovery, to the extent permitted under applicable law.

Suspension of Supply

Spiceratioo reserves the right to suspend manufacturing, shipment, technical support, documentation or future commercial engagement where payment obligations remain outstanding or where there is reasonable evidence that the customer may be unable to satisfy its financial commitments.

Any such suspension shall not constitute a breach of contract where exercised in good faith to protect legitimate commercial interests.

Commercial Integrity

Both parties agree to conduct all financial transactions honestly, transparently and in accordance with applicable anti-money laundering, anti-corruption and international financial regulations.

Spiceratioo reserves the right to decline any payment arrangement that, in its reasonable judgment, may expose the company to financial, legal or regulatory risk.

9. Manufacturing, Processing & Production Management

Production Philosophy

Spiceratioo is committed to delivering premium agricultural ingredients through disciplined manufacturing practices, scientific quality management and responsible production planning.

Every production schedule is developed with the objective of maintaining consistency, traceability, food safety and commercial reliability while respecting the natural characteristics of agricultural products.

Manufacturing operations are planned according to confirmed customer orders, raw material availability, seasonal harvest cycles, laboratory approvals, packaging requirements and operational capacity.

Manufacturing Commencement

Production activities shall commence only after completion of all applicable commercial and technical requirements.

These may include:

- Purchase Order Confirmation
- Commercial Agreement
- Receipt of Advance Payment (where applicable)
- Product Specification Approval
- Packaging Confirmation
- Label Artwork Approval
- Regulatory Documentation
- Technical Clarifications
- Export Documentation Requirements

- Customer-specific Instructions

Where required information remains incomplete, production schedules may be postponed until all necessary approvals have been received.

Raw Material Procurement

Spiceratioo sources agricultural ingredients through plantations, approved growers, strategic sourcing partners and responsible procurement networks.

Raw material procurement is planned according to:

- Harvest Availability
- Seasonal Crop Conditions
- Product Demand
- Customer Specifications
- Manufacturing Schedule
- Inventory Planning
- Export Commitments

Certain agricultural ingredients are available only during specific harvest seasons. Accordingly, procurement timelines may vary depending upon crop availability and market conditions.

Production Planning

Every confirmed order is incorporated into a structured production schedule designed to optimise manufacturing efficiency while maintaining product quality.

Production planning considers:

- Manufacturing Capacity
- Equipment Availability
- Product Priority
- Customer Delivery Schedule
- Packaging Availability
- Laboratory Release
- Export Deadlines
- Logistics Coordination

Estimated production schedules are prepared in good faith and represent reasonable planning estimates rather than guaranteed completion dates.

Customer-Specific Manufacturing

Where customers require customised products, manufacturing parameters may be adjusted to accommodate agreed specifications.

Such requirements may include:

- Custom Blends
- Special Mesh Sizes
- Particle Size Distribution
- Moisture Specifications
- Packaging Formats
- Labelling Requirements
- Private Labelling
- Customer Branding
- Destination Country Compliance
- Technical Parameters

Customer-specific manufacturing may require additional lead time depending upon production complexity.

Manufacturing Variability

Despite the implementation of standard operating procedures and quality management systems, agricultural products remain subject to natural variation.

Accordingly, commercially acceptable differences may occur between production batches without affecting product suitability or compliance with agreed specifications.

Such variations may include:

- Natural Colour Variation
- Botanical Appearance
- Aroma Profile
- Essential Oil Content
- Moisture Levels

- Density
- Texture
- Flow Characteristics

These variations represent the natural characteristics of agricultural ingredients and should not be interpreted as manufacturing defects.

Packaging Operations

Packaging is selected according to product type, customer requirements, transportation method and destination market.

Packaging objectives include:

- Product Protection
- Moisture Control
- Contamination Prevention
- Efficient Handling
- Export Suitability
- Traceability
- Safe Transportation

Where customer-specific packaging materials or artwork are required, production timelines shall commence only after final written approval.

Manufacturing Changes

Spiceratioo continually evaluates opportunities to improve manufacturing efficiency, product quality, food safety and operational performance.

Accordingly, manufacturing processes, equipment, packaging methods and production procedures may be modified from time to time provided such changes do not materially alter the agreed commercial specification.

Customers shall be informed where any significant manufacturing modification affects product specifications.

Production Delays

Manufacturing schedules may be affected by circumstances beyond reasonable operational control, including:

- Delayed Raw Material Procurement
- Seasonal Crop Shortages
- Equipment Maintenance
- Utility Interruptions
- Regulatory Inspections
- Customer Approval Delays
- Packaging Material Availability
- Force Majeure Events

Spiceratioo shall make commercially reasonable efforts to minimise such delays and communicate revised schedules where appropriate.

Manufacturing Capacity

Acceptance of a Purchase Order does not guarantee unlimited production capacity.

Manufacturing resources are allocated according to confirmed commercial commitments, available production capacity and operational planning.

During periods of exceptional demand, Spiceratioo reserves the right to allocate manufacturing capacity among customers in a commercially reasonable manner while maintaining fairness and continuity of supply.

Continuous Improvement

Spiceratioo believes that manufacturing excellence is achieved through continuous improvement rather than static processes.

Accordingly, we regularly review production methods, quality systems, process controls and operational procedures to improve consistency, efficiency, traceability and customer satisfaction.

Such improvements shall not diminish the agreed commercial quality of products supplied and shall be implemented in accordance with applicable quality management practices and regulatory requirements.

Commitment to Manufacturing Excellence

Our manufacturing philosophy extends beyond simply processing agricultural ingredients.

It reflects our commitment to delivering products that combine responsible sourcing, scientific quality assurance, operational discipline and dependable commercial performance.

Every batch produced by Spiceratioo is intended to support the long-term success of our customers' manufacturing operations through consistency, transparency and professional execution.

10. Quality Assurance, Laboratory Testing & Product Release

Our Commitment to Quality

Quality is fundamental to every stage of Spiceratioo's operations. From raw material procurement to final dispatch, our objective is to supply ingredients that consistently meet agreed commercial specifications, applicable food safety requirements and customer expectations.

Our Quality Assurance programme combines systematic inspection, laboratory evaluation, documented processes and continuous monitoring to support consistent product quality while respecting the natural variability inherent in agricultural ingredients.

Quality is not viewed as a single inspection performed before shipment. Rather, it is an integrated process that extends throughout sourcing, processing, manufacturing, packaging and dispatch.

Quality Management Philosophy

Spiceratioo believes that effective quality management begins long before manufacturing.

Accordingly, quality is managed through multiple stages including:

- Supplier Evaluation
- Raw Material Selection
- Incoming Material Inspection
- Manufacturing Controls
- Laboratory Analysis
- Packaging Verification
- Batch Identification
- Documentation Review
- Final Product Release

Each stage contributes to maintaining consistency, traceability and compliance throughout the supply chain.

Incoming Raw Material Inspection

Raw materials received for processing may undergo inspection based upon the nature of the ingredient, customer requirements and applicable quality procedures.

Inspection may include evaluation of:

- Visual Appearance
- Colour
- Aroma
- Foreign Matter
- Moisture
- Physical Integrity
- Packaging Condition
- Botanical Identity
- General Acceptability

Materials that do not satisfy applicable internal acceptance criteria may be rejected, segregated, reprocessed where appropriate or otherwise managed according to established quality procedures.

Laboratory Testing

Where applicable, products may undergo laboratory analysis before commercial release.

Testing may include one or more of the following depending upon the product category and customer requirements:

- Moisture Analysis
- Volatile Oil Determination
- Essential Oil Content
- Oleoresin Content
- Bulk Density
- Particle Size Distribution
- Colour Evaluation
- Organoleptic Assessment
- Microbiological Examination
- Heavy Metal Analysis

- Pesticide Residue Testing
- Other agreed analytical parameters

Testing methods may be selected according to recognised laboratory practices, applicable regulatory guidance, customer specifications or validated internal procedures.

Sampling Procedures

Laboratory evaluation is performed on representative samples drawn in accordance with established internal quality practices.

Sampling is designed to provide a commercially representative assessment of the production lot under evaluation.

Because laboratory testing is performed on representative samples rather than every individual unit within a shipment, analytical results should be interpreted accordingly.

Product Specifications

Products are evaluated against the agreed commercial specifications established between Spiceratioo and the customer.

Where customer-specific specifications have been approved, laboratory evaluation shall be performed with reference to those agreed parameters.

Where no customer specification exists, products shall be evaluated against Spiceratioo's standard commercial specifications or other mutually accepted quality criteria.

Batch Release

Commercial shipment shall normally occur only after completion of applicable quality reviews and internal release procedures.

Batch release may include verification of:

- Product Identity
- Batch Coding
- Packaging Integrity
- Product Specifications
- Laboratory Results
- Documentation Completeness
- Customer Requirements

- Regulatory Documentation

Only batches approved through internal release procedures shall be authorised for shipment.

Certificates of Analysis

Where agreed, Certificates of Analysis shall accompany commercial shipments.

Certificates of Analysis document the analytical observations applicable to the specific production batch identified within the certificate.

They should not be interpreted as warranties applicable to future harvests, different production lots or unrelated commercial shipments.

Product Traceability

Every commercially released batch should remain identifiable through appropriate internal batch identification procedures.

Such identification assists in:

- Product Verification
- Documentation Control
- Shipment Identification
- Customer Communication
- Complaint Investigation
- Recall Readiness
- Continuous Quality Improvement

Traceability forms an integral part of our quality management philosophy.

Customer Inspection

Customers are encouraged to perform their own incoming inspection upon receipt of products.

Inspection should be completed within a commercially reasonable period after delivery and prior to incorporation into commercial production.

Customers should verify that supplied materials correspond with the agreed specifications, documentation and purchase requirements before use.

Any concerns regarding product quality should be communicated promptly together with relevant supporting information to facilitate timely investigation.

Quality Complaints

Spiceratioo is committed to investigating legitimate product quality concerns in a fair, transparent and professional manner.

Where a quality complaint is received, customers may be requested to provide information including:

- Purchase Order Number
- Batch Number
- Photographs
- Storage Conditions
- Product Samples
- Manufacturing Information
- Description of the Concern
- Supporting Laboratory Results (where available)

Provision of complete information assists in conducting an effective technical investigation.

Corrective & Preventive Action

Where investigation identifies opportunities for improvement, Spiceratioo may implement appropriate corrective and preventive measures designed to minimise recurrence.

Such measures may include:

- Process Review
- Supplier Evaluation
- Additional Testing
- Documentation Updates
- Training
- Production Improvements
- Quality System Enhancements

Continuous improvement remains a fundamental component of our quality management approach.

Product Release Does Not Replace Customer Validation

Although products are released only after completion of applicable internal quality procedures, customers remain responsible for determining the suitability of supplied ingredients within their own manufacturing environment.

Factors including formulation design, processing equipment, manufacturing conditions, storage practices and finished product requirements remain outside the control of Spiceratioo.

Accordingly, customers should complete all necessary production trials, regulatory evaluations and quality validation before commencing commercial manufacturing.

Continuous Quality Improvement

Quality systems continue to evolve through operational experience, customer feedback, scientific developments and regulatory expectations.

Spiceratioo reserves the right to improve quality procedures, analytical methods, laboratory practices, manufacturing controls and documentation systems where such improvements contribute to enhanced product consistency, food safety and customer satisfaction.

Our objective is not merely to meet specifications, but to build long-term customer confidence through disciplined quality management, transparent communication and continuous operational excellence.

11. Origin Traceability, Batch Identification & Supply Chain Transparency

Our Commitment to Traceability

At Spiceratioo, traceability is more than a regulatory requirement—it is a fundamental principle of responsible sourcing, quality assurance and supply chain transparency.

We believe that every ingredient should have a clearly documented journey from its agricultural origin through processing, quality evaluation, packaging and commercial dispatch.

Accordingly, our operational philosophy is built upon maintaining traceable product records throughout the supply chain to support product authenticity, customer confidence and responsible commercial practices.

Origin Verification

The agricultural origin of natural ingredients plays a significant role in determining quality, aroma, flavour profile, physical characteristics and overall commercial value.

Where commercially applicable, Spiceratioo maintains records relating to the declared origin of products supplied.

Depending upon the product category, origin records may include information concerning:

- Country of Origin
- Growing Region
- Plantation or Farm Source
- Approved Supplier
- Procurement Network
- Harvest Season
- Processing Location
- Batch Identification

The extent of origin documentation may vary depending upon product type, customer requirements, commercial agreements and applicable regulatory obligations.

Responsible Procurement

Raw materials are procured through a structured sourcing approach designed to promote product consistency, responsible agricultural practices and long-term commercial relationships.

Procurement activities may involve:

- Company-owned plantations (where applicable)
- Approved growers
- Farmer groups
- Strategic sourcing partners
- Regional procurement centres
- Established agricultural supply networks

Supplier evaluation may consider product quality, consistency, commercial reliability and compliance with applicable quality expectations.

Batch Identification

To support product traceability, commercially supplied products may be assigned unique batch or lot identification numbers.

Batch identification assists in maintaining accurate records throughout manufacturing, quality assurance and commercial distribution.

Batch information may be linked with records relating to:

- Product Identity

- Manufacturing Date
- Processing Records
- Packaging Details
- Laboratory Evaluation
- Certificates of Analysis
- Commercial Documentation
- Shipment Information

Batch identification improves visibility throughout the product lifecycle and supports efficient communication between Spiceratioo and its customers.

Documentation Integrity

Traceability depends upon accurate documentation throughout the supply chain.

Accordingly, Spiceratioo maintains commercial records relating to production, quality assurance and shipment activities in accordance with established operational procedures.

Documentation may include:

- Purchase Records
- Production Records
- Laboratory Reports
- Packaging Records
- Batch Registers
- Commercial Invoices
- Packing Lists
- Shipping Documents
- Customer Specifications
- Export Documentation

The scope of documentation maintained may vary depending upon product category, destination market and customer requirements.

Supply Chain Transparency

We recognise that modern food manufacturers increasingly require greater visibility into ingredient sourcing.

Accordingly, Spiceratioo strives to provide commercially appropriate transparency regarding product origin, quality assurance, manufacturing and documentation while protecting confidential business information and supplier relationships.

Where agreed, customers may receive supporting documentation relating to:

- Product Origin
- Batch Identification
- Product Specifications
- Certificates of Analysis
- Technical Data Sheets
- Export Documentation
- Other mutually agreed commercial records

Provision of documentation remains subject to confidentiality obligations and commercial agreements.

Product Recall Readiness

Effective traceability supports efficient response in the unlikely event that product review, investigation or recall becomes necessary.

Batch identification enables commercially reasonable efforts to identify affected products, associated documentation and relevant commercial transactions.

Although Spiceratioo continually strives to prevent quality issues through disciplined quality management, traceability systems provide an additional layer of protection for both customers and the supply chain.

Customer Traceability Responsibilities

Customers are encouraged to maintain appropriate internal records regarding the receipt, storage, use and distribution of products supplied by Spiceratioo.

Maintaining internal traceability assists customers in:

- Inventory Management
- Manufacturing Control
- Product Recall Procedures
- Regulatory Compliance
- Customer Complaint Investigation

- Food Safety Management

Traceability is most effective when maintained collaboratively throughout the entire supply chain.

Confidentiality of Supply Chain Information

While Spiceratioo supports transparency wherever commercially appropriate, certain operational information constitutes confidential business information.

Accordingly, detailed information relating to supplier identities, procurement strategies, commercial pricing, sourcing methodologies and internal operational systems shall remain confidential unless disclosure is expressly agreed in writing or required by applicable law.

Nothing within these Terms shall require Spiceratioo to disclose proprietary commercial information that could reasonably prejudice its business interests or those of its approved suppliers.

Continuous Improvement

Supply chain transparency continues to evolve through technological advancement, regulatory expectations and customer requirements.

Spiceratioo reserves the right to enhance its traceability systems, documentation practices, digital record management and supply chain monitoring procedures as part of its ongoing commitment to operational excellence.

Such improvements may include enhanced batch tracking, expanded documentation, digital traceability solutions and strengthened quality assurance systems.

Our Traceability Philosophy

We believe that confidence begins with knowing where an ingredient comes from.

Every stage—from responsible sourcing and agricultural origin to manufacturing, laboratory evaluation, packaging and shipment—contributes to a transparent and professionally managed supply chain.

Our objective is to provide customers with confidence not only in the quality of our ingredients, but also in the integrity of the systems that support them.

Through disciplined documentation, structured batch management and responsible sourcing practices, Spiceratioo remains committed to delivering traceable ingredients that meet the expectations of modern food manufacturers across domestic and international markets.

12. Export Documentation, Logistics & International Shipping

Global Supply & Export Operations

Spiceratioo supplies premium agricultural ingredients to customers across domestic and international markets through professionally managed logistics, documentation and export procedures.

Every shipment is coordinated with the objective of maintaining product integrity, regulatory compliance and timely commercial execution while supporting the unique import requirements of each destination market.

Export activities are conducted in accordance with applicable Indian export regulations and internationally accepted commercial trade practices.

Commercial Documentation

International shipments may be accompanied by documentation appropriate to the agreed commercial transaction and destination country requirements.

Depending upon the product, customer requirements and destination regulations, documentation may include:

- Commercial Invoice
- Packing List
- Certificate of Analysis (COA)
- Technical Data Sheet (TDS)
- Certificate of Origin
- Phytosanitary Certificate (where applicable)
- Fumigation Certificate (where applicable)
- Bill of Lading / Air Waybill
- Insurance Documentation (where agreed)
- Inspection Certificates (where applicable)
- Other customer-specific documentation

Availability of specific documents depends upon regulatory requirements, product category and commercial agreement.

Export Compliance

Spiceratioo is committed to conducting international trade responsibly and in accordance with applicable export regulations.

Customers acknowledge that export documentation requirements may differ depending upon:

- Destination Country
- Product Category
- Regulatory Authority
- Import Permit Requirements
- Customs Regulations
- Food Safety Regulations
- Customer Specifications

Where additional documentation is required beyond standard commercial practice, customers should communicate such requirements before production commences.

Incoterms®

International shipments shall be governed by the Incoterms® agreed between the parties and specified within the commercial quotation or sales contract.

Depending upon customer requirements, transactions may be conducted under terms including:

- EXW (Ex Works)
- FOB (Free On Board)
- CFR (Cost and Freight)
- CIF (Cost, Insurance and Freight)
- FCA (Free Carrier)
- CPT (Carriage Paid To)
- CIP (Carriage and Insurance Paid To)
- DAP (Delivered At Place)
- Other mutually agreed Incoterms®

The selected Incoterms® determine the allocation of responsibility for transportation, insurance, customs procedures, risk transfer and associated costs.

Shipping Schedules

Estimated production and shipping schedules are provided based upon information available at the time of order confirmation.

Actual shipment dates may be influenced by circumstances including:

- Manufacturing Completion
- Vessel Availability
- Airline Schedules
- Container Availability
- Port Congestion
- Customs Procedures
- Weather Conditions
- Government Inspections
- Documentation Processing
- Force Majeure Events

While every reasonable effort is made to dispatch shipments within the estimated schedule, shipment dates should be regarded as commercially reasonable estimates rather than guaranteed deadlines.

Freight & Logistics

Transportation arrangements may be coordinated through approved logistics providers, freight forwarders, shipping lines or other commercial transportation partners.

Freight costs remain subject to:

- Carrier Availability
- Fuel Surcharges
- Port Charges
- Peak Season Surcharges
- Container Availability
- Government Levies
- International Freight Markets

Where freight is quoted separately, such quotations remain subject to revision until booking confirmation.

Packaging for Export

Export packaging is selected to provide commercially appropriate protection during transportation, storage and international handling.

Packaging considerations may include:

- Product Protection
- Moisture Control
- Contamination Prevention
- Handling Efficiency
- Palletisation
- Container Optimisation
- Destination Requirements
- Customer Specifications

Customers requesting specialised packaging should communicate such requirements before production begins.

Customs Clearance

Unless otherwise agreed under the applicable Incoterms®, customers remain responsible for customs clearance, import licences, local registrations, taxes, duties and all regulatory requirements applicable within the destination country.

Spiceratioo shall not be responsible for delays arising from customs inspections, regulatory reviews, incomplete import documentation supplied by the customer or destination-country compliance issues beyond our reasonable control.

Insurance

Where commercial terms require cargo insurance, insurance arrangements shall be made in accordance with the agreed Incoterms® or commercial contract.

Unless expressly agreed otherwise, customers remain responsible for obtaining any additional insurance coverage they consider necessary for their commercial requirements.

Inspection & Claims

Customers are encouraged to inspect shipments promptly upon arrival.

Any concerns relating to packaging damage, transit shortages or visible transportation damage should be documented immediately and reported to both the logistics provider and Spiceratioo within a commercially reasonable period.

Supporting evidence such as photographs, delivery records and inspection reports should accompany any claim to facilitate investigation.

Regulatory Changes

International food regulations continue to evolve.

Customers remain responsible for informing Spiceratioo of any destination-specific regulatory requirements before production or shipment.

Where regulations change after commercial acceptance, both parties shall cooperate in good faith to determine commercially reasonable solutions, recognising that additional costs or revised documentation may become necessary.

International Trade Restrictions

Spiceratioo reserves the right to decline or suspend shipments where export controls, international sanctions, government restrictions or other legal obligations prohibit or materially restrict the proposed transaction.

Nothing within these Terms shall require Spiceratioo to proceed with any shipment that would violate applicable export control laws or international trade regulations.

Logistics Partnership

International shipping involves collaboration between manufacturers, freight forwarders, customs authorities, shipping lines, inspection agencies and customers.

Spiceratioo is committed to maintaining transparent communication throughout the export process and working proactively with all parties to facilitate efficient international deliveries.

While certain aspects of global logistics remain outside our direct operational control, we remain committed to providing professional documentation, responsive communication and commercially reasonable support throughout every stage of the international supply chain.

13. Import Compliance, Customer Responsibilities & Destination Market Regulations

Regulatory Compliance

Spiceratioo is committed to supplying agricultural ingredients that support the regulatory expectations of domestic and international food industries.

However, regulatory requirements governing food ingredients differ significantly between countries, regulatory authorities, product categories and intended applications.

Accordingly, customers remain responsible for ensuring that imported products comply with all applicable laws, regulations and governmental requirements within their respective destination markets.

Customer Responsibility

Prior to placing a commercial order, customers should determine whether the products supplied by Spiceratioo satisfy all legal, technical and regulatory requirements applicable to their intended market.

These responsibilities may include, but are not limited to:

- Import Licensing
- Product Registration
- Food Safety Compliance
- Customs Requirements
- Country-Specific Standards
- Labelling Regulations
- Packaging Requirements
- Product Claims
- Language Requirements
- Marketing Authorisations
- Local Taxes
- Product Classification

Customers are encouraged to consult their own regulatory advisers, food safety specialists or governmental authorities where clarification is required.

Product Suitability

Although Spiceratioo provides technical documentation and product specifications where commercially appropriate, customers remain solely responsible for determining whether supplied products are suitable for:

- Food Applications
- Beverage Applications
- Nutraceutical Products
- Pharmaceutical Applications
- Cosmetic Applications
- Animal Nutrition
- Research Activities
- Industrial Processing

Suitability should always be verified under the customer's own manufacturing conditions and regulatory framework.

Maximum Residue Limits (MRLs)

Certain destination countries establish Maximum Residue Limits (MRLs) or similar regulatory limits relating to pesticide residues, contaminants and other analytical parameters.

Where customer-specific MRL requirements are communicated before production or procurement, Spiceratioo will make commercially reasonable efforts to source or manufacture products meeting those agreed specifications.

However, customers acknowledge that regulatory requirements may differ significantly between jurisdictions and may change without prior notice.

Accordingly, customers remain responsible for communicating applicable destination-country requirements before order confirmation.

Product Testing

Certain customers or destination authorities may require independent laboratory testing before import approval.

Unless expressly agreed otherwise in writing, any customer-requested third-party testing, destination inspection or additional certification beyond the agreed commercial scope shall remain the responsibility of the customer.

Spiceratioo shall cooperate reasonably in facilitating such requirements where commercially practical.

Product Registration

Where products require registration with governmental authorities before commercial sale or use within a destination country, responsibility for obtaining and maintaining such registrations shall remain with the customer unless expressly agreed otherwise in writing.

Nothing contained within these Terms should be interpreted as a representation that products are automatically registered, approved or authorised for every international market.

Food Contact & Consumer Claims

Customers remain solely responsible for any product claims, nutritional statements, health claims, marketing representations or consumer communications associated with finished products manufactured using ingredients supplied by Spiceratioo.

Spiceratioo shall not be responsible for representations made by customers regarding finished products unless specifically approved in writing.

Labelling Requirements

Labelling regulations vary considerably across international markets.

Customers remain responsible for ensuring that finished product labels comply with all applicable local legislation relating to:

- Ingredient Declaration
- Allergen Information
- Country of Origin
- Nutritional Information
- Language Requirements
- Storage Instructions
- Shelf-Life Information
- Regulatory Warnings
- Mandatory Declarations

Where customer-specific labelling requirements influence the supplied ingredient or packaging, such requirements should be communicated before production begins.

Regulatory Changes

Food legislation continues to evolve globally.

Changes relating to food safety, contaminants, pesticide residues, import restrictions, packaging regulations or documentation requirements may occur after quotations have been issued or commercial agreements have been concluded.

Where regulatory changes materially affect an existing order, both parties agree to cooperate in good faith to determine commercially reasonable solutions.

Such solutions may include revised documentation, additional laboratory testing, modified specifications or revised delivery schedules where necessary.

Import Delays

Spiceratioo shall not be responsible for delays arising from:

- Customs Clearance
- Government Inspection
- Quarantine Procedures
- Regulatory Review
- Missing Customer Documentation
- Import Permit Issues
- Destination-Country Administrative Procedures
- Border Control Delays

While we will provide reasonable commercial assistance where appropriate, such matters remain primarily under the control of the importing customer and relevant governmental authorities.

Restricted Markets

Spiceratioo reserves the right to refuse enquiries, quotations or shipments where export controls, international sanctions, embargoes, trade restrictions or applicable laws prohibit or materially restrict the proposed commercial transaction.

Compliance with applicable international trade regulations forms an essential part of our commercial policy.

Shared Compliance

Successful international trade depends upon cooperation between supplier and customer.

Spiceratioo is committed to providing accurate documentation, transparent technical information and commercially reasonable regulatory support within the agreed scope of supply.

Customers, in turn, remain responsible for ensuring that imported products satisfy all legal and regulatory obligations applicable within their destination markets.

Through proactive communication and shared responsibility, both parties contribute to efficient international trade, regulatory compliance and long-term commercial success.

14. Force Majeure & Business Continuity

Commitment to Reliable Supply

Spiceratioo is committed to maintaining dependable operations, responsible production planning and consistent customer communication. While every reasonable effort is made to fulfil commercial obligations in accordance with agreed schedules, certain circumstances may arise that are beyond the reasonable control of either party.

Accordingly, neither Spiceratioo nor the customer shall be considered in breach of these Terms where failure or delay in performance results directly from a Force Majeure Event as defined below.

Definition of Force Majeure

For the purposes of these Terms, a **Force Majeure Event** means any event or circumstance beyond the reasonable control of the affected party that prevents, delays or materially interferes with the performance of contractual obligations.

Such events may include, but are not limited to:

- Natural Disasters
- Floods
- Earthquakes
- Cyclones
- Storms
- Lightning
- Fire
- Drought
- Crop Failure
- Pest or Disease Outbreaks
- Pandemics

- Epidemics
- Public Health Emergencies
- War
- Armed Conflict
- Terrorism
- Civil Unrest
- Riots
- Government Restrictions
- Export Bans
- Import Restrictions
- Trade Sanctions
- Regulatory Actions
- Port Closures
- Shipping Line Disruptions
- Container Shortages
- Freight Network Disruptions
- Labour Strikes
- Utility Failures
- Cybersecurity Incidents
- Major Information Technology Failures
- Power Outages
- Transportation Interruptions
- Fuel Shortages
- Events of a similar nature beyond reasonable commercial control.

The above list is illustrative and should not be interpreted as exhaustive.

Agricultural Supply Risks

As an agricultural ingredient supplier, Spiceratioo operates within supply chains that are inherently influenced by natural and seasonal factors.

Events including adverse weather conditions, abnormal rainfall, drought, disease outbreaks, harvest shortages and significant agricultural disruptions may affect crop availability, production schedules and commercial supply.

Such events shall be considered legitimate operational risks associated with agricultural commodities and may constitute Force Majeure where they materially affect contractual performance.

Notification

Where reasonably practicable, the affected party shall notify the other party promptly after becoming aware of a Force Majeure Event.

The notification should include, where available:

- Nature of the Event
- Expected Operational Impact
- Estimated Duration
- Products or Orders Affected
- Reasonably Available Alternative Arrangements

Both parties agree to maintain open communication throughout the duration of the event.

Suspension of Performance

During the existence of a Force Majeure Event, the affected party's contractual obligations shall be suspended only to the extent reasonably necessary to address the impact of the event.

Performance shall resume as soon as commercially practicable after the relevant circumstances cease.

Neither party shall incur liability for delays directly attributable to Force Majeure during the affected period.

Mitigation

The occurrence of a Force Majeure Event does not relieve either party from its obligation to take commercially reasonable steps to minimise disruption.

Accordingly, Spiceratioo shall endeavour, where practical, to:

- Evaluate Alternative Raw Material Sources
- Adjust Production Schedules
- Reallocate Manufacturing Capacity

- Coordinate Alternative Logistics Solutions
- Maintain Customer Communication
- Prioritise Confirmed Commercial Commitments

Similarly, customers should cooperate reasonably in evaluating revised delivery schedules, substitute shipment arrangements or other commercially practical solutions.

Alternative Performance

Where a Force Majeure Event substantially affects production or logistics, Spiceratioo may propose commercially reasonable alternatives including:

- Revised Delivery Dates
- Partial Shipments
- Alternative Packaging
- Split Deliveries
- Alternative Shipping Routes
- Revised Manufacturing Schedule
- Alternative Product Grades (subject to customer approval)

Implementation of any alternative arrangement shall require mutual agreement where it materially affects the original commercial terms.

Extended Force Majeure

Where a Force Majeure Event continues for an extended period and materially prevents performance of the commercial agreement, either party may request discussions regarding modification, suspension or termination of the affected order.

The parties shall first attempt to resolve the situation through good-faith commercial negotiation before exercising any contractual rights of termination.

Business Continuity

Spiceratioo recognises the importance of supply continuity for food manufacturers and industrial customers.

Accordingly, we continually seek to strengthen operational resilience through:

- Diversified Sourcing Strategies
- Inventory Planning

- Structured Production Scheduling
- Batch Traceability
- Supplier Evaluation
- Documentation Management
- Logistics Coordination
- Continuous Risk Assessment

While no organisation can eliminate every operational risk, these practices are intended to improve preparedness and minimise potential disruption.

No Waiver of Rights

Temporary suspension of contractual obligations due to Force Majeure shall not constitute a waiver of any other rights or remedies available to either party under these Terms or applicable law.

Upon resolution of the Force Majeure Event, both parties shall resume performance in accordance with the revised commercial arrangements agreed between them.

Good Faith Cooperation

Spiceratioo believes that long-term business relationships are built on transparency, communication and mutual cooperation.

In the event of unforeseen circumstances affecting supply, both parties agree to work constructively toward practical commercial solutions that minimise disruption while respecting the legitimate interests of each party.

Our objective is not merely to manage unexpected events, but to preserve reliable long-term partnerships through responsible planning, professional communication and commercially reasonable decision-making.

15. Sustainability, Ethical Sourcing & Environmental Responsibility

Our Commitment

Spiceratioo believes that long-term business success depends upon responsible sourcing, ethical business practices, environmental stewardship and sustainable supply chain management.

As a supplier of agricultural ingredients, we recognise that our operations are directly connected to farming communities, natural ecosystems, food manufacturers and consumers worldwide.

Accordingly, we strive to conduct our business responsibly while continually improving the environmental, social and governance (ESG) performance of our operations and supply chain.

Our sustainability commitments are guided by continuous improvement rather than one-time achievements.

Responsible Agricultural Sourcing

Agricultural ingredients supplied by Spiceratioo are sourced through plantations, approved growers, procurement partners and responsible sourcing networks.

Our sourcing philosophy is based upon building long-term relationships with suppliers who demonstrate commitment to:

- Product Quality
- Responsible Farming Practices
- Consistent Supply
- Regulatory Compliance
- Ethical Business Conduct
- Continuous Improvement

Supplier selection may consider commercial performance, product quality, reliability and adherence to applicable laws and responsible business practices.

Environmental Responsibility

We recognise that agriculture depends upon healthy ecosystems and responsible resource management.

Accordingly, Spiceratioo supports environmentally responsible business practices designed to minimise unnecessary environmental impact wherever commercially and operationally practical.

These efforts may include:

- Efficient resource utilisation
- Responsible raw material procurement
- Waste reduction initiatives
- Continuous process improvement
- Sustainable packaging evaluation
- Responsible inventory management
- Efficient logistics planning

- Ongoing operational improvements

Environmental initiatives are reviewed periodically as part of our commitment to continuous improvement.

Sustainable Supply Chains

Supply chain sustainability requires collaboration among growers, suppliers, manufacturers, logistics providers and customers.

Spiceratioo seeks to strengthen supply chain resilience by encouraging transparency, traceability and responsible procurement throughout our sourcing network.

While agricultural supply chains continue to evolve, we remain committed to supporting commercially practical improvements that enhance sustainability without compromising product quality or customer requirements.

Human Rights & Fair Business Practices

Spiceratioo supports internationally recognised principles relating to human dignity, fair treatment and responsible employment.

We expect our employees, suppliers and business partners to conduct their activities in accordance with applicable labour laws and ethical business practices.

We do not knowingly support or participate in practices involving:

- Forced Labour
- Bonded Labour
- Human Trafficking
- Child Labour
- Exploitative Employment Practices
- Unlawful Discrimination
- Harassment
- Abuse of Workers

Business relationships may be reviewed where credible evidence suggests serious violations of these principles.

Health & Workplace Safety

We believe that safe working environments contribute to operational excellence and long-term business sustainability.

Accordingly, Spiceratioo seeks to maintain workplaces that support:

- Safe Working Practices
- Employee Awareness
- Operational Discipline
- Hygiene Standards
- Risk Reduction
- Continuous Safety Improvement

Health and safety practices continue to evolve in accordance with operational requirements and applicable regulations.

Business Ethics

Integrity remains fundamental to every commercial relationship established by Spiceratioo.

We are committed to conducting business honestly, transparently and professionally.

Accordingly, we do not support:

- Bribery
- Corruption
- Fraudulent Practices
- Improper Payments
- Conflicts of Interest
- Falsification of Records
- Unethical Commercial Conduct

Employees, suppliers and commercial partners are expected to conduct business in accordance with applicable laws and recognised standards of professional integrity.

Supplier Expectations

We encourage suppliers and commercial partners to share our commitment to responsible business practices.

Where commercially appropriate, suppliers may be expected to:

- Comply with Applicable Laws
- Maintain Product Integrity

- Support Traceability
- Conduct Business Ethically
- Respect Human Rights
- Protect Confidential Information
- Maintain Appropriate Quality Standards
- Cooperate During Quality Investigations

Continuous collaboration contributes to stronger and more resilient supply chains.

Continuous Improvement

Sustainability is an ongoing process rather than a fixed destination.

Accordingly, Spiceratioo continually reviews opportunities to improve:

- Resource Efficiency
- Operational Performance
- Supply Chain Transparency
- Quality Systems
- Environmental Practices
- Documentation
- Supplier Development
- Customer Collaboration

Such improvements form part of our long-term commitment to responsible growth.

Transparency

We believe responsible business relationships are built upon openness, accountability and professional communication.

Where commercially appropriate, Spiceratioo strives to provide customers with accurate information regarding product origin, quality systems, documentation and responsible sourcing practices while protecting confidential commercial information.

Transparency strengthens trust throughout the supply chain and supports informed procurement decisions.

Our Sustainability Philosophy

Sustainability is not viewed as a separate business initiative.

It forms part of the way we source ingredients, manage operations, build supplier relationships and serve our customers.

By integrating responsible sourcing, ethical conduct, environmental awareness and continuous improvement into our everyday operations, Spiceratioo seeks to contribute to a stronger, more resilient and more sustainable global food ingredient supply chain.

We remain committed to evolving our sustainability practices in line with scientific progress, customer expectations, regulatory developments and responsible business principles.

16. Website Use & Acceptable Conduct

Purpose of This Website

The Spiceratioo website has been developed to provide information regarding our products, ingredient solutions, technical capabilities, commercial services and corporate activities.

The content published on this website is intended primarily for business customers, manufacturers, distributors, importers, researchers and other commercial stakeholders seeking information about our products and services.

Access to this website does not create any contractual relationship between the visitor and Spiceratioo unless expressly confirmed through a separate written commercial agreement.

Acceptable Use

Visitors may access and use this website solely for legitimate and lawful purposes.

Permitted use includes:

- Learning about our products and services.
- Requesting quotations or technical information.
- Downloading publicly available brochures or documents.
- Contacting our commercial or technical teams.
- Evaluating Spiceratioo as a potential supplier.
- Sharing publicly available website content for non-commercial reference with appropriate attribution.

Users agree to use this website in a manner that respects applicable laws, intellectual property rights and the legitimate interests of Spiceratioo.

Prohibited Activities

Users shall not directly or indirectly engage in activities including, but not limited to:

- Attempting unauthorised access to the website, servers or associated systems.
- Introducing viruses, malware, ransomware or other malicious software.
- Interfering with the normal operation, security or availability of the website.
- Circumventing security measures or access controls.
- Using automated software, bots or scripts to overload website resources.
- Scraping, harvesting or systematically extracting website content, product data or commercial information without prior written consent.
- Copying or reproducing substantial portions of website content for commercial purposes.
- Misrepresenting affiliation with Spiceratioo.
- Using the website for fraudulent, deceptive or unlawful activities.
- Attempting to obtain confidential business information through unauthorised means.

Any misuse of this website may result in suspension of access and, where appropriate, legal action.

Accuracy of Information

Spiceratioo makes reasonable efforts to ensure that information published on this website is accurate and up to date.

However, product specifications, photographs, technical information, availability, pricing, regulatory information and commercial content may change over time.

Accordingly, information published on this website should be regarded as general commercial information unless specifically confirmed within an authorised quotation, Certificate of Analysis (COA), Technical Data Sheet (TDS), commercial agreement or other written documentation issued by Spiceratioo.

Product Availability

Products presented on this website are subject to harvest availability, manufacturing schedules, commercial demand and regulatory considerations.

Display of a product on this website does not constitute a guarantee that the product will remain continuously available.

Spiceratioo reserves the right to introduce, modify, discontinue or replace products, packaging formats or technical specifications without prior notice.

Third-Party Links

This website may contain links to third-party websites, certification bodies, logistics providers, regulatory authorities or other external resources.

Such links are provided solely for convenience and informational purposes.

Spiceratioo does not control and is not responsible for the content, accuracy, availability or privacy practices of third-party websites.

Access to external websites is undertaken entirely at the user's own discretion and risk.

User Communications

Information submitted through website contact forms, quotation requests, email communications or other channels should be accurate, complete and submitted in good faith.

Users agree not to submit:

- False Information
- Fraudulent Enquiries
- Misleading Business Details
- Unsolicited Promotional Material
- Malicious Content
- Offensive or Unlawful Communications

Spiceratioo reserves the right to decline enquiries that appear fraudulent, abusive or inconsistent with legitimate commercial purposes.

Website Availability

While every reasonable effort is made to maintain uninterrupted access, continuous availability of the website cannot be guaranteed.

Temporary interruptions may occur due to:

- System Maintenance
- Software Updates
- Network Failures
- Cybersecurity Measures
- Hosting Provider Issues

- Force Majeure Events

Spiceratioo shall not be liable for temporary interruptions beyond its reasonable control.

Security

Users should not attempt to compromise the integrity or security of this website.

Activities such as penetration testing, vulnerability scanning, password attacks or unauthorised system access are strictly prohibited unless expressly authorised in writing by Spiceratioo.

Suspected security incidents may be investigated and reported to appropriate authorities where required by applicable law.

Reservation of Rights

Spiceratioo reserves the right, without prior notice, to:

- Modify website content.
- Restrict or suspend access.
- Remove downloadable materials.
- Update product information.
- Revise technical documentation.
- Improve website functionality.
- Enforce these Terms where misuse is identified.

Exercise of these rights shall be undertaken in a commercially reasonable manner consistent with applicable law.

Acceptance

By continuing to access or use this website, visitors acknowledge that they have read, understood and agreed to comply with this Website Use & Acceptable Conduct Policy together with all other provisions contained within these Commercial Terms & Conditions.

Spiceratioo is committed to maintaining a secure, informative and professionally managed digital platform that supports responsible business communication, protects intellectual property and facilitates long-term relationships with customers around the world.

17. Confidentiality & Non-Disclosure

Commitment to Confidential Business Relationships

Spiceratioo values long-term commercial relationships built upon professionalism, integrity and mutual trust. During the course of business discussions, quotation requests, product development, technical consultations and commercial transactions, both parties may exchange information that is confidential or commercially sensitive.

Accordingly, both Spiceratioo and its customers agree to protect confidential information disclosed during the course of legitimate business activities and to use such information solely for the purposes for which it was provided.

Confidential Information

For the purposes of these Terms, **Confidential Information** includes, but is not limited to:

- Commercial Quotations
- Product Pricing
- Customer-Specific Pricing
- Technical Data Sheets (TDS)
- Certificates of Analysis (COA)
- Product Specifications
- Product Formulations
- Custom Blends
- Manufacturing Information
- Processing Methods
- Laboratory Reports
- Supplier Information
- Procurement Strategies
- Packaging Specifications
- Business Plans
- Sales Forecasts
- Customer Lists
- Product Development Information

- Research & Development Data
- Supply Chain Information
- Commercial Agreements
- Any other information identified as confidential or reasonably understood to be confidential by its nature.

Confidential Information may be disclosed in written, electronic, verbal or any other commercially recognised form.

Permitted Use

Confidential Information shall be used exclusively for evaluating, negotiating, performing or administering legitimate commercial transactions between Spiceratioo and the receiving party.

Neither party shall use Confidential Information for any purpose unrelated to the intended business relationship without prior written consent.

Non-Disclosure Obligations

Unless expressly authorised in writing, the receiving party shall not:

- Disclose Confidential Information to third parties.
- Reproduce confidential documents for unauthorised purposes.
- Publish confidential commercial information.
- Share technical documentation with competitors.
- Reverse engineer confidential manufacturing information.
- Use confidential pricing to solicit competing quotations unfairly.
- Exploit confidential information for personal or commercial advantage beyond the intended business relationship.

Both parties shall exercise reasonable care to protect Confidential Information from unauthorised access, disclosure or misuse.

Internal Disclosure

Confidential Information may be shared internally only with employees, officers, professional advisers, auditors or contractors who have a legitimate business need to know such information and who are themselves subject to appropriate confidentiality obligations.

Each party remains responsible for ensuring that persons receiving Confidential Information on its behalf comply with the obligations contained within these Terms.

Exclusions

The obligations contained within this section shall not apply to information that:

- Is publicly available without breach of these Terms.
- Was lawfully known to the receiving party prior to disclosure.
- Is independently developed without reference to the disclosed information.
- Is lawfully obtained from an independent third party without confidentiality obligations.
- Is required to be disclosed by law, court order or governmental authority.

Where disclosure is legally required, the receiving party should, where permitted by law, provide reasonable notice to the disclosing party prior to such disclosure.

Customer-Specific Information

Where customers provide proprietary formulations, specifications, drawings, packaging artwork or technical requirements for the purpose of manufacturing or product development, Spiceratioo shall treat such information as confidential and use it solely for fulfilling the agreed commercial objectives.

Nothing contained within these Terms shall transfer ownership of the customer's intellectual property or proprietary information to Spiceratioo.

Spiceratioo Proprietary Information

Customers acknowledge that Spiceratioo's business methodologies, sourcing strategies, supplier relationships, pricing structures, operational procedures, technical expertise and commercial practices represent valuable proprietary business assets.

Accordingly, customers shall not reproduce, distribute or use such proprietary information beyond the scope of the intended commercial relationship without prior written consent.

Duration of Confidentiality

The confidentiality obligations contained within this section shall continue during the commercial relationship and shall survive the termination or completion of any commercial transaction for a period of **five (5) years**, or for such longer period as may be required by applicable law or a separate written agreement.

Return or Destruction of Information

Upon reasonable written request or upon termination of the commercial relationship, either party may request the return or secure destruction of confidential documents, technical information and proprietary materials, except where retention is required by law, regulatory obligations or legitimate business record-keeping practices.

Electronic backup copies retained solely for archival or legal compliance purposes shall not constitute a breach of this provision.

No Licence Granted

Disclosure of Confidential Information does not grant the receiving party any licence, ownership right or other intellectual property interest in the disclosed information unless expressly agreed in writing.

All proprietary rights remain vested in the party disclosing the information.

Good Faith Collaboration

Spiceratioo believes that open communication and responsible handling of confidential information are essential to successful long-term partnerships.

Both parties agree to treat confidential information with professionalism, integrity and reasonable care, recognising that the protection of commercially sensitive information supports innovation, competitive fairness and mutual business success.

18. Intellectual Property Rights

Ownership of Intellectual Property

All intellectual property displayed, published or otherwise made available through the Spiceratioo website, marketing materials and commercial documentation remains the exclusive property of Spiceratioo or its respective licensors unless expressly stated otherwise.

Nothing contained within these Terms shall be interpreted as transferring ownership, licensing or assigning any intellectual property rights to visitors, customers or third parties except where expressly agreed in writing.

Protected Intellectual Property

The intellectual property of Spiceratioo includes, but is not limited to:

- The **Spiceratioo** brand name

- Company logo and brand identity
- "Just Spice It." slogan
- Product names
- Website design and user interface
- Product descriptions
- Product photography
- Videos
- Illustrations
- Infographics
- Technical Data Sheets (TDS)
- Certificates of Analysis (COA)
- Brochures
- Catalogues
- Marketing materials
- Technical articles
- Downloadable documents
- Product specifications
- Commercial documentation
- Custom graphics
- Software code
- Databases
- Trade secrets
- Business methodologies
- Proprietary commercial information

These materials are protected by applicable copyright, trademark, design, database, trade secret and other intellectual property laws.

Limited Website Licence

Visitors are granted a limited, non-exclusive, non-transferable and revocable licence to access this website solely for legitimate business evaluation and commercial communication with Spiceratioo.

This limited licence does not permit visitors to:

- Acquire ownership of website content.
- Reproduce substantial portions of the website.
- Create derivative works.
- Commercially exploit website content.
- Redistribute technical documentation.
- Remove copyright notices.
- Modify brand assets.
- Reverse engineer website functionality.

All rights not expressly granted remain reserved by Spiceratioo.

Copyright

Unless otherwise indicated, all written content appearing on this website is the copyright property of Spiceratioo.

This includes, but is not limited to:

- Website copy
- Educational content
- Product descriptions
- Buying guides
- Technical documentation
- Sustainability content
- Commercial policies
- Blog articles
- Marketing copy
- Product comparisons
- Downloadable resources

No portion of such content may be copied, reproduced, translated, adapted, published or distributed without prior written permission except as permitted by applicable copyright law.

Product Photography & Visual Content

All product photography, plantation imagery, facility photographs, packaging images, diagrams, videos and other visual content published by Spiceratioo remain protected intellectual property.

Visitors may not:

- Copy product photographs.
- Use images within online marketplaces.
- Reproduce photographs in catalogues.
- Edit or manipulate company imagery.
- Remove branding or watermarks.
- Present Spiceratioo imagery as their own.

Commercial use of visual materials requires prior written authorisation.

Technical Documentation

Technical documents including Product Specifications, Technical Data Sheets (TDS), Certificates of Analysis (COA), brochures, catalogues and similar documentation are supplied solely to support legitimate commercial evaluation.

Such documentation shall not be:

- Published publicly.
- Distributed to competitors.
- Modified.
- Incorporated into other commercial documents.
- Used to misrepresent product origin.
- Presented as independently created documentation.

Customers may retain such documentation internally for legitimate procurement, quality assurance and regulatory purposes.

Trademarks

"Spiceratioo", associated logos, slogans, graphical identifiers and other distinctive brand elements constitute valuable business assets.

Nothing within these Terms authorises any person to use Spiceratioo trademarks in connection with:

- Business names
- Domain names

- Social media accounts
- Product branding
- Advertising
- Marketing campaigns
- Commercial presentations
- Online marketplaces

Unauthorised use that may cause confusion regarding affiliation, sponsorship or endorsement is strictly prohibited.

Artificial Intelligence & Data Extraction

The content published by Spiceratioo represents significant investment in research, technical expertise, product development and brand building.

Accordingly, visitors shall not use automated systems, artificial intelligence tools, machine learning models, web crawlers, bots or other automated technologies to systematically collect, copy, reproduce, train, archive or redistribute substantial portions of website content without prior written permission.

Reasonable indexing by recognised search engines for the purpose of lawful search discovery is permitted.

Commercial Reference

Customers may reference Spiceratioo products within procurement documentation, purchase orders, technical evaluations and internal quality systems where necessary for legitimate business purposes.

Such reference shall not imply ownership, partnership, endorsement or authorisation beyond the commercial relationship between the parties.

Reporting Infringement

Where Spiceratioo becomes aware of unauthorised use of its intellectual property, we reserve the right to investigate the matter and pursue appropriate legal or commercial remedies available under applicable law.

Likewise, if any person believes that content published on this website infringes their own intellectual property rights, they are encouraged to notify Spiceratioo in writing together with reasonable supporting evidence.

Reservation of Rights

Failure by Spiceratioo to enforce any intellectual property right on a particular occasion shall not constitute a waiver of that right.

We expressly reserve all rights and remedies available under applicable intellectual property laws.

Our Commitment to Innovation

Our intellectual property reflects decades of industry knowledge, technical expertise, commercial experience and continuous investment in the development of premium ingredient solutions.

Protecting these assets enables Spiceratioo to continue investing in product innovation, technical excellence and responsible business growth while delivering greater value to customers worldwide.

We respectfully request that all visitors, customers and commercial partners honour these intellectual property rights and support fair, ethical and responsible business practices.

19. Limitation of Liability, Warranty Disclaimer & Indemnification

Commercial Relationship

Spiceratioo is committed to supplying premium agricultural ingredients with professionalism, transparency and commercially reasonable care.

While every reasonable effort is made to ensure product quality, regulatory compliance, accurate documentation and dependable service, customers acknowledge that agricultural products, international logistics and commercial manufacturing involve variables that cannot always be controlled by either party.

Accordingly, the allocation of risk between Spiceratioo and its customers shall be governed by the provisions contained within this section.

No Guarantee of Commercial Success

Products supplied by Spiceratioo are intended to support commercial manufacturing and industrial applications.

However, Spiceratioo does not guarantee that any product will achieve a particular commercial outcome, manufacturing result, production yield, consumer acceptance, regulatory approval or financial performance.

The suitability of any ingredient depends upon numerous factors outside our reasonable control, including:

- Product Formulation
- Manufacturing Equipment

- Processing Conditions
- Storage Practices
- Packaging Systems
- Customer Manufacturing Procedures
- Finished Product Design
- Distribution Conditions
- Consumer Usage

Customers remain solely responsible for determining product suitability within their own manufacturing environment.

Warranty Disclaimer

Except as expressly agreed in writing within a Commercial Agreement or Product Specification, products are supplied without additional warranties beyond those required under applicable law.

To the fullest extent permitted by law, Spiceratioo disclaims implied warranties relating to:

- Merchantability
- Fitness for a Particular Purpose
- Non-Infringement
- Commercial Performance
- Production Yield
- Continuous Availability

Nothing contained within these Terms shall exclude or limit any warranty that cannot legally be excluded under applicable law.

Customer Responsibility

Customers acknowledge that they are responsible for:

- Verifying Product Suitability
- Conducting Incoming Inspection
- Performing Production Trials
- Reviewing Technical Documentation
- Ensuring Regulatory Compliance

- Maintaining Appropriate Storage Conditions
- Following Applicable Manufacturing Practices

Failure to perform appropriate customer validation shall not create liability for Spiceratioo where products conform to the agreed commercial specifications.

Limitation of Liability

To the fullest extent permitted by applicable law, Spiceratioo's aggregate liability arising from any commercial transaction, product supplied or claim relating to these Terms shall be limited to the **invoice value of the specific shipment giving rise to the claim.**

This limitation applies regardless of whether the claim arises in contract, tort (including negligence), statute or otherwise.

Exclusion of Indirect Loss

To the fullest extent permitted by law, Spiceratioo shall not be liable for any indirect, incidental, consequential, exemplary or special damages including, but not limited to:

- Loss of Profit
- Loss of Revenue
- Loss of Production
- Loss of Business Opportunity
- Loss of Contracts
- Loss of Customers
- Product Recall Costs (except where expressly agreed or required by law)
- Reputation Damage
- Goodwill Loss
- Business Interruption
- Market Loss
- Third-Party Claims arising from Customer Manufacturing Activities

This limitation applies even where Spiceratioo has been advised of the possibility of such losses.

Claims Procedure

Customers should notify Spiceratioo promptly upon becoming aware of any alleged product defect, documentation discrepancy or commercial issue.

Where reasonably requested, customers shall provide information including:

- Invoice Number
- Purchase Order
- Batch Number
- Photographs
- Product Samples
- Storage Records
- Laboratory Reports
- Description of the Concern

Failure to provide sufficient information may delay investigation or limit the ability to evaluate the claim.

Opportunity to Investigate

Customers agree not to destroy, dispose of or materially alter the affected products before providing Spiceratioo with a reasonable opportunity to investigate the matter.

Where appropriate, Spiceratioo may request retained samples, photographs or independent laboratory analysis before determining the appropriate commercial resolution.

Customer Indemnification

Customers agree to indemnify and hold harmless Spiceratioo, its directors, officers, employees, affiliates and authorised representatives against claims, liabilities, losses, damages and reasonable costs arising from:

- Misuse of Products
- Modification of Products after Delivery
- Improper Storage
- Incorrect Manufacturing Practices
- Non-Compliance with Applicable Laws
- False Marketing Claims
- Regulatory Violations by the Customer
- Negligent Handling
- Breach of these Terms

This indemnity applies only to the extent that such claims arise from the customer's acts or omissions and not from the proven negligence or wilful misconduct of Spiceratioo.

Product Recall

Where a recall becomes necessary due to factors attributable to the customer's manufacturing processes, product formulation, packaging, labelling or regulatory compliance, responsibility for the recall shall remain with the customer.

Where a recall is demonstrably attributable to a defect in products supplied by Spiceratioo, both parties agree to cooperate in good faith to determine appropriate corrective actions in accordance with applicable law and the relevant commercial agreement.

Force Majeure & Third-Party Services

Spiceratioo shall not be liable for losses arising directly or indirectly from:

- Force Majeure Events
- Actions of Government Authorities
- Customs Delays
- Shipping Line Decisions
- Port Congestion
- Carrier Negligence
- Third-Party Laboratory Delays
- Independent Inspection Agencies

To the extent such matters remain beyond our reasonable control.

Time Limitation for Claims

Unless a different period is required by applicable law or agreed in writing, customers should notify Spiceratioo of any commercial claim within **thirty (30) days** of receiving the relevant shipment.

Failure to provide timely notification may affect Spiceratioo's ability to investigate the matter and may result in the claim being rejected where permitted by applicable law.

No Limitation for Fraud or Wilful Misconduct

Nothing contained within this section shall exclude or limit liability arising from:

- Fraud

- Fraudulent Misrepresentation
- Wilful Misconduct
- Gross Negligence (where limitation is prohibited by law)
- Any liability that cannot legally be excluded or limited under applicable law.

Fair Allocation of Risk

The commercial terms contained within this section represent a fair and reasonable allocation of commercial risk between sophisticated business parties engaged in international trade.

Both parties acknowledge that these limitations have been considered when determining commercial pricing, contractual obligations and the overall allocation of business responsibilities.

The objective of these provisions is not to avoid responsibility, but to establish commercially reasonable expectations that support long-term business relationships founded upon transparency, cooperation and mutual respect.

20. Privacy & Data Protection

Respect for Privacy

Spiceratioo recognises the importance of protecting personal information, confidential business data and commercially sensitive communications.

We are committed to collecting, using, storing and processing information responsibly, transparently and in accordance with applicable data protection laws.

Information collected through our website, commercial communications and business relationships is handled solely for legitimate business purposes and in accordance with our Privacy Policy.

Information We Collect

During the course of commercial interactions, Spiceratioo may collect information including, but not limited to:

Business Information

- Company Name
- Business Address
- GST or Tax Identification (where applicable)
- Import or Export Registration Details

- Industry Information

Contact Information

- Name
- Job Title
- Business Email Address
- Telephone Number
- WhatsApp Number
- Company Website

Commercial Information

- Product Enquiries
- Quotation Requests
- Purchase Orders
- Technical Requirements
- Product Specifications
- Shipping Information
- Documentation Requests

Website Information

- IP Address
- Browser Information
- Device Information
- Website Usage Statistics
- Cookies and Similar Technologies

The categories of information collected may vary depending upon the nature of the commercial relationship.

Purpose of Processing

Information collected by Spiceratioo may be used for purposes including:

- Responding to Product Enquiries
- Preparing Commercial Quotations

- Processing Orders
- Managing Customer Relationships
- Providing Technical Support
- Issuing Commercial Documentation
- Export Documentation
- Regulatory Compliance
- Product Improvement
- Customer Communication
- Website Administration
- Fraud Prevention
- Legal Compliance

Information shall not be used for purposes incompatible with these legitimate business activities without an appropriate legal basis.

Business Communications

By contacting Spiceratioo through our website, email, telephone, WhatsApp or other authorised communication channels, customers agree that we may communicate regarding:

- Product Availability
- Quotations
- Samples
- Technical Documentation
- Commercial Updates
- Shipment Status
- Quality Matters
- Customer Support

Where required by applicable law, customers may opt out of non-essential marketing communications at any time.

Confidential Business Information

Commercial information exchanged between Spiceratioo and its customers is treated with appropriate care and used only for legitimate business purposes.

We do not sell customer information or confidential commercial data to third parties.

Disclosure of business information occurs only where:

- Required to fulfil commercial transactions.
- Necessary for logistics or export documentation.
- Required by applicable law.
- Authorised by the customer.
- Necessary to protect legitimate legal rights.

Data Security

Spiceratioo implements commercially reasonable administrative, technical and organisational measures designed to protect information against:

- Unauthorised Access
- Accidental Loss
- Improper Disclosure
- Misuse
- Alteration
- Destruction

While reasonable efforts are made to maintain appropriate security, no electronic communication or internet transmission can be guaranteed to be completely secure.

Accordingly, customers should exercise appropriate care when transmitting confidential information electronically.

Third-Party Service Providers

In order to operate efficiently, Spiceratioo may engage reputable third-party service providers for services including:

- Website Hosting
- Email Services
- Payment Processing
- Freight & Logistics
- Cloud Storage
- Analytics

- Customer Relationship Management (CRM)

Such service providers are expected to process information only as necessary to perform their contracted services and in accordance with applicable legal obligations.

International Transfers

As an international supplier, Spiceratioo may transfer business information across national borders where necessary to fulfil commercial transactions, coordinate logistics, comply with regulatory requirements or support international customer relationships.

Reasonable measures shall be taken to ensure that such transfers are conducted responsibly and in accordance with applicable legal requirements.

Data Retention

Information shall be retained only for as long as reasonably necessary to:

- Fulfil Commercial Transactions
- Comply with Legal Obligations
- Maintain Business Records
- Resolve Commercial Disputes
- Support Quality Systems
- Meet Regulatory Requirements

Retention periods may vary depending upon the nature of the information and applicable legal obligations.

Customer Rights

Subject to applicable law, customers may request access to, correction of or deletion of certain personal information held by Spiceratioo.

Requests should be submitted through the contact details provided within these Terms or our Privacy Policy.

Certain information may continue to be retained where required by law, contractual obligations or legitimate business interests.

Privacy Policy

This section provides a summary of our approach to privacy and data protection.

More detailed information regarding cookies, website analytics, marketing communications, data retention and user rights is available within the **Spiceratioo Privacy Policy**, which forms an integral part of these Commercial Terms & Conditions.

Where any inconsistency exists between this section and the Privacy Policy regarding privacy matters, the Privacy Policy shall prevail.

Our Privacy Commitment

Trust is fundamental to every commercial relationship.

Spiceratioo is committed to handling personal and business information responsibly, maintaining appropriate confidentiality and continually improving our data protection practices as technology, legal requirements and customer expectations evolve.

We believe responsible information management is essential to maintaining long-term relationships built on professionalism, transparency and mutual respect.

21. Governing Law, Jurisdiction & Dispute Resolution

Our Approach to Commercial Relationships

Spiceratioo believes that successful long-term business relationships are built upon open communication, mutual trust and professional cooperation.

Accordingly, where disagreements arise, both parties agree to make reasonable efforts to resolve matters through constructive dialogue before initiating formal legal proceedings.

The objective of this section is to establish a fair, transparent and commercially practical framework for resolving disputes while preserving ongoing business relationships wherever possible.

Governing Law

These Commercial Terms & Conditions, together with any commercial transaction conducted between Spiceratioo and its customers, shall be governed by and interpreted in accordance with the laws of the **Republic of India**, without regard to any conflict of law principles that would require the application of another jurisdiction's laws.

Where mandatory local laws provide additional protections that cannot legally be excluded, those mandatory provisions shall continue to apply to the extent required by applicable law.

Good Faith Negotiation

In the event of any dispute, disagreement or claim arising from or relating to these Terms, a commercial transaction or any products supplied by Spiceratioo, both parties agree to first attempt to resolve the matter through good-faith discussions.

Either party may notify the other in writing of the dispute, setting out reasonable details of the issues involved and the outcome sought.

Following receipt of such notice, both parties shall make commercially reasonable efforts to engage in constructive discussions with the objective of reaching a mutually acceptable solution.

Escalation

Where operational representatives are unable to resolve a dispute within a reasonable period, either party may request that the matter be escalated to senior management or authorised representatives for further review.

Both parties agree to participate in such discussions in good faith and with a genuine intention to resolve the matter without unnecessary delay.

Mediation

Where a dispute cannot be resolved through commercial negotiation, the parties may mutually agree to refer the matter to mediation before commencing formal legal proceedings.

Participation in mediation shall be voluntary unless otherwise required under a separate written agreement.

The costs of mediation shall be shared between the parties unless otherwise agreed.

Nothing contained within this section shall prevent either party from seeking urgent legal relief where immediate action is reasonably necessary to protect intellectual property, confidential information or other legal rights.

Jurisdiction

Subject to the provisions above, the courts having competent jurisdiction in **New Delhi, India**, shall have exclusive jurisdiction over any dispute, claim or proceeding arising from or relating to these Terms, any commercial agreement or any transaction conducted with Spiceratioo.

Each party irrevocably submits to the jurisdiction of such courts.

International Customers

Customers located outside India acknowledge that commercial transactions with Spiceratioo are conducted through an Indian business entity.

Accordingly, unless otherwise expressly agreed in writing, all contractual relationships shall be governed by Indian law and subject to the jurisdiction specified within these Terms.

Nothing contained herein shall prevent the enforcement of judgments or legal rights in other jurisdictions where recognised under applicable international law.

Continued Performance

Unless the nature of the dispute makes continued performance impossible or commercially unreasonable, both parties shall continue to fulfil their undisputed contractual obligations while efforts to resolve the dispute are ongoing.

This includes, where applicable:

- Payment of Undisputed Invoices
- Performance of Confirmed Orders
- Exchange of Required Documentation
- Reasonable Commercial Cooperation

The existence of a dispute concerning one aspect of a commercial relationship shall not automatically excuse either party from performing unrelated contractual obligations.

Limitation Period

To the extent permitted by applicable law, any legal action arising from these Terms or a commercial transaction should be commenced within the statutory limitation period prescribed under the applicable laws of India.

Nothing contained within this section shall reduce or extend any limitation period established by mandatory law.

Severability

If any provision of these Terms is determined by a court of competent jurisdiction to be unlawful, invalid or unenforceable, such provision shall be enforced to the maximum extent permitted by law.

The remaining provisions shall continue in full force and effect and shall not be affected by the invalidity of any individual provision.

Waiver

Failure or delay by Spiceratioo in exercising any right or remedy available under these Terms shall not constitute a waiver of that right or remedy.

Any waiver shall be effective only if made expressly in writing by an authorised representative of Spiceratioo.

Entire Agreement

These Commercial Terms & Conditions, together with any applicable Commercial Quotation, Purchase Order, Order Confirmation, Supply Agreement, Product Specification, Privacy Policy and other written agreements executed between the parties, constitute the entire understanding relating to the matters addressed herein.

No verbal statement, representation or prior communication shall modify these Terms unless confirmed in writing by an authorised representative of Spiceratioo.

Commitment to Fair Resolution

Spiceratioo believes that the strongest commercial relationships are built not only upon clearly defined legal rights but also upon transparency, professionalism and mutual respect.

Our preferred approach is always to resolve commercial issues through open communication and practical business solutions wherever reasonably possible.

Legal proceedings should remain a measure of last resort, undertaken only after sincere efforts have been made to achieve an equitable and commercially reasonable resolution.

22. Changes to These Terms

Continuous Review

Spiceratioo continually reviews its commercial policies, operational procedures and legal documentation to ensure they remain accurate, commercially practical and aligned with evolving business practices, regulatory developments and customer expectations.

Accordingly, these Commercial Terms & Conditions may be updated, revised or amended from time to time.

Reasons for Revision

Updates to these Terms may be made for reasons including, but not limited to:

- Changes in applicable laws or regulations.
- New food safety or export requirements.
- Improvements to manufacturing or quality systems.
- Expansion of products or services.

- Operational enhancements.
- Technological developments.
- Website functionality improvements.
- Commercial policy updates.
- Customer feedback.
- Risk management considerations.
- Business restructuring.
- International trade developments.

Our objective is to ensure that these Terms continue to accurately reflect the manner in which Spiceratioo conducts its business.

Publication of Updates

The most current version of these Commercial Terms & Conditions shall always be made available through the Spiceratioo website.

Where appropriate, the document shall include a "**Last Updated**" date to indicate when the latest revision became effective.

Customers are encouraged to review these Terms periodically, particularly before submitting new enquiries, requesting quotations or placing commercial orders.

Existing Commercial Agreements

Unless expressly agreed otherwise in writing, revisions to these Terms shall apply prospectively.

Commercial transactions that have already been confirmed through a signed agreement, accepted Purchase Order or other binding written contract shall continue to be governed by the terms applicable at the time the agreement was concluded, unless both parties mutually agree to adopt the updated Terms.

This approach is intended to provide commercial certainty while allowing Spiceratioo to improve its policies over time.

Material Changes

Where revisions materially affect the rights or obligations of existing commercial customers, Spiceratioo may, where commercially reasonable, communicate such changes through appropriate business channels including:

- Email Communication

- Customer Portal
- Commercial Correspondence
- Updated Website Publications
- Other appropriate notification methods

The method of communication may vary depending upon the nature and significance of the revision.

Continued Use

For website visitors, continued access to or use of the Spiceratioo website after updated Terms have been published constitutes acceptance of the revised Terms to the extent permitted by applicable law.

For existing commercial customers, continued business transactions following reasonable notice of updated Terms may constitute acceptance of those revised Terms where consistent with applicable law and the ongoing commercial relationship.

Nothing contained within this section shall override the terms of a separately executed written agreement unless expressly agreed by both parties.

Version Control

To promote transparency and consistency, Spiceratioo may maintain internal version control for its Commercial Terms & Conditions and related legal documentation.

Superseded versions may be retained for legal, regulatory, auditing or commercial record-keeping purposes where appropriate.

Commitment to Transparency

Our objective is not simply to update legal documentation, but to ensure that our commercial policies remain clear, balanced and reflective of evolving business practices.

We are committed to maintaining Terms that support responsible business relationships, transparent communication and long-term partnerships built on professionalism, fairness and mutual trust.

Customers with questions regarding revisions to these Terms are encouraged to contact our commercial team using the contact details provided below.

23. Contact Information

Commercial, Technical & Legal Correspondence

Spiceratioo welcomes enquiries from manufacturers, distributors, importers, exporters and other business partners seeking information regarding our products, technical capabilities or commercial services.

Whether your enquiry relates to quotations, product specifications, export documentation, regulatory support or these Commercial Terms & Conditions, our team will make every reasonable effort to respond promptly and professionally.

Commercial Enquiries

For product enquiries, quotations, pricing, availability, commercial discussions and business development opportunities, please contact our Commercial Team.

Email: hello@spiceratioo.com

Technical Support

For technical documentation, Certificates of Analysis (COA), Technical Data Sheets (TDS), product specifications, laboratory information and application-related enquiries.

Email: hello@spiceratioo.com

Export & Logistics

For export documentation, shipping coordination, logistics, Incoterms®, commercial documentation and international supply enquiries.

Email: exports@spiceratioo.com

Legal & Compliance

For legal notices, intellectual property matters, privacy enquiries, compliance matters or questions relating to these Commercial Terms & Conditions.

Email: hello@spiceratioo.com

Corporate Office

Spiceratioo

320, Vikas Kunj, Vikaspuri, Delhi 110018

Business Hours

Monday – Saturday

09:00 AM – 05:00 PM (IST)

Responses to enquiries received outside normal business hours will be addressed as soon as reasonably practicable.

Website

Website

www.spiceratioo.com

Our Commitment

At Spiceratioo, we believe that successful business relationships begin with clear communication, mutual trust and dependable support.

Whether you are sourcing premium ingredients for product development, large-scale manufacturing or international distribution, our team is committed to providing transparent communication, timely assistance and commercially responsible solutions throughout every stage of the relationship.

We appreciate your confidence in Spiceratioo and look forward to becoming your trusted partner for premium spices, botanical extracts, natural food flavours, essential oils, oleoresins, seasonings and ingredient solutions.

Thank you for choosing **Spiceratioo**.

Just Spice It.