



BUSINESS PARTNER GUIDELINES

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OLX Autos, India



The guidelines mentioned in this document attempt to lay out the terms of business to our Business partner with OLX Autos for quick & easy understanding, reference, and adoption of the same.

This will be part of the terms & conditions of our interaction with business partner at every level.

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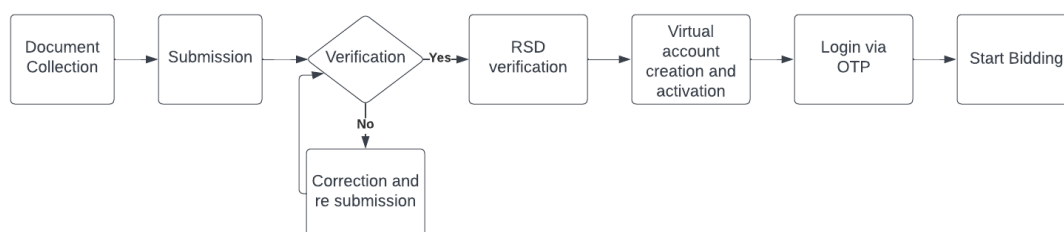
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1. Onboarding process

1.1 ENROLMENT

Step 1	Provide relevant details & documents to be filled as per Onboarding agreement. The concerned Relationship Manager will submit the filled in form along with the required documents (hard copy) on your behalf to the Company.
Step 2	In case of any discrepancy or pendency the Relationship Manager shall come back to you for the missing document / signature / completion (as the case may be)
Step 3	No Transaction shall be conducted until and unless you comply with the Financial Criteria therefore, you need to submit the Refundable Security Deposit (RSD) amount of INR 10,000 with OLX Autos by bank transactions (IMPS, NEFT, RTGS, PayU Money, Cheque)
Step 4	OLX Autos shall ensure that all your information and documents submitted with us are verified and secured and accordingly your enrolment process is complete with us. Post completion of the process you will receive the credentials of the bidding platform.



FAQ's

Q1. Will I be able to participate in the bidding before submitting Refundable Security Deposit amount?

An: No, Refundable security deposit is mandatory to participate in bidding.

Q2. Is business proof mandatory for enrolment with OLX Autos?

An: Submission of valid business proof is mandatory to get enrolled with OLX Autos as a business partner.

Q3. I have not received my bidding credentials, whom shall I contact?

An: Kindly ensure you have completed the documentation & deposited Refundable security deposit; the moment both are verified you will receive the bidding credentials. You may contact your Relationship Manger in case of any query.

Q3. I have three business partnerships, want to register all of them with OLX Autos.

An: Sure, provided all of them should have different address and business proofs.

Q4. I am not able to access my account!

*An: If you are an Active account holder, there may be multiple reasons. Please check by logging in the Bidding App for initial information however you may also contact your Relationship Manager; We also have a single stop business partner helpline number **9606046840** where in you can call and resolve all your queries & concerns.*

Q5. What are the documents required for onboarding with OLX Autos?

An: Sign Business partner enrolment form and submit the necessary documents required from you + Registration.

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1.2 Documents required for Enrolment process.

Annexure 1.1			
1. Proprietorship			
Business Proofs:-		Options	Mandates
A.	Self-attested copy of Shop & Establishment License (Application form XI not considered valid)	One of the three	Yes
B.	Self-attested GST Registration Certificate (Application form XI not considered valid)		
C.	Self-attested Udyog Aadhar(Application form XI not considered valid)		
KYC Proofs:-			
1	Self-attested copy of PAN Card of the proprietor(s)	Single	Yes
2	Self-attested copy of Aadhar Card of the proprietor(s)	Single	Yes
3A.	Self-attested copy of Driving License of the proprietor(s)	One of the three	No
B.	Self-attested copy of passport of the proprietor(s)		
C.	Self-attested Ration Card of the proprietor (s)		
Other Documents:-			
1	Visiting card	Single	Yes
2	Cancelled Cheque of the Company OR the authorized person	Single	Yes
3	One Photo of the Authorized person (Cross Signature on Photo & DEF)	Single	Yes
4	Dealer Enrollment form (Signed on all page)	Single	Yes

Annexure 1.2			
2. Partnership (Stamped & Signed on All Pages)			
Business Proofs:-		Options	Mandates
1	Stamped & self-attested Copy of Partnership Deed	Single	Yes
A.	Stamped & self-attested Copy of Shop & Establishment License (Application form XI not considered valid)	One of the three	Yes
B.	Stamped & Self-attested GST Registration Certificate (Application form XI not considered valid)		
C.	Stamped & Self-attested Udyog Aadhar(Application form XI not considered valid)		
KYC Proofs:-			
1	Stamped & Self-attested copy of PAN Card of partner(s) who is/are signing the DEF	Single	Yes
2	Stamped & Self-attested copy of dealership PAN card	Single	Yes
3	Authorization letter for the person signing the documents (Signed & stamped by person issuing it)	Single	Yes
4	Stamped & Self-attested copy of Aadhar Card of partner(s) who is/are signing the DEF	Single	Yes
5A.	Stamped & Self-attested copy of Driving License of partner(s) who is/are signing the DEF	One of the three	No
B.	Stamped & Self-attested copy of passport of partner(s) who is/are signing the DEF		
C.	Stamped & Self-attested Ration Card of partner(s) who is/are signing the DEF		
Other Documents:-			
1	Visiting card (Firm including the name of all the partners)	Single	Yes
2	Cancelled Cheque of the Company OR the authorized person	Single	Yes
3	One Passport Size photograph of the partner who is signing the DRF (Cross-signature on DEF & Photos)	Single	Yes
4	Dealer Enrollment form (Signed & Stamped all page)	Single	Yes

*Guidelines mentioned here are subject to change at the sole discretion of OLX AUTOS

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3. Company (Stamped & Signed on All Pages)			
Business Proofs:-		Options	Mandates
1	Stamped & Self-attested copy of "Certificate of incorporation" of the Company	Single	Yes
2	Stamped & Self-attested copy of "Memorandum of Association" of the Company	Single	Yes
A.	Stamped & Self-Attested copy of "Article of Association" of the Company	One of the three	Yes
B.	Stamped & Self-attested GST Registration Certificate of the company		
C.	Stamped & Self-attested Udyog Aadhar of the company		
KYC Proofs:-			
1	Stamped & Self-attested copy of PAN Card of the Authorized Representative/ Director of the company who is/are signing the DEF	Single	Yes
2	Stamped & Self-attested copy of Company PAN card	Single	Yes
3	Stamped & Self-attested copy of Board Resolution in favour of the Authorized Representative issued by the Company (Mandatory).	Single	Yes
4	Stamped & Self-attested copy of Aadhar Card of the authorized representative or Director of the company who is signing the DEF	Single	Yes
5A.	Stamped & Self-attested copy of Driving License of the authorized representative or Director of the company	One of the three	No
B.	Stamped & Self-attested copy of passport of the authorized representative or Director of the company		
C.	Stamped & Self-attested Ration Card of the authorized representative or Director of the company		
Other Documents:-			
1	Visiting card the director/authorized representative who is signing the DRF in the name of Company including his name as a contact person in the visiting card	Single	Yes
2	Cancelled Cheque of the Company OR the authorized person	Single	Yes
3	One Passport Size photograph of the partner who is signing the DRF (Cross-signature on DEF & Photos)	Single	Yes
4	Dealer Enrollment form (Signed & Stamped all page)	Single	Yes

1.3 NEW MOTOR LAW (MANDATORY)

The Government of India has officially recognized the used motor vehicle industry and to grow and regulate this industry a process of authorisation of dealers of registered vehicles has been announced. As per the new law, a person can act as dealer of registered vehicles only after obtaining a valid authorization certificate issued by the Regional Transport Office (registering authority) in whose jurisdiction he has place of business. Therefore, all dealers of registered vehicles (which includes used car dealers) must register themselves on Parivahan website and obtain an Authorisation Certificate.

We would request you to kindly check <https://parivahan.gov.in/> or visit the local RTO to get more details on the same.

Important note: Please ensure that the Insurance of all the vehicles procured from OLX Autos remains active until the RC Transfer is completed.

1.4 REFUNDABLE SECURITY DEPOSIT (RSD)

At the time of onboarding you (business partner) need to submit a mandatory amount of Rs. 10,000 which determines the bidding.

Account details of OLX Autos

- **For RSD deposit through Net banking (only net-banking- IMPS, NEFT, RTGS)**

SOBEK AUTO INDIA PRIVATE LIMITED
Account Number: KOTAKSECURITYDEPOSITOLX
IFSC code: KKBK0000958

- **RSD deposit via cheque (Only cheque no other payment will be accepted in this account)**

SOBEK AUTO INDIA PRIVATE LIMITED
Account Number: 245105000521
IFSC Code: ICIC0002451
Branch: ICICI BANK LTD, GURGAON GURU DRONACHARYA MARG

- **PayU**

You can now pay via Paytm, Google pay, UPI, wallets, debit card, credit card only via PayU gateway. Contact your Relationship Manager to explore PayU.

In case of business entity name change

- New account with OLX Autos must be created by depositing a new Refundable security deposit
- Old account with OLX Autos must be closed. However, refund of Refundable security deposit will be subject to the terms mentioned above

1.5 BIDDING BALANCE

- Rs. 10,000 should always be maintained as minimum amount balance
- Top-up to be done in your virtual account only (no maximum limit of top-up)
- OLX Autos reserves the right to limit the Bidding participation and Active* Procurement basis the Refundable Security deposit submitted by the Business partner and the same shall be communicated to the Business partner from time to time in advance

** Active Procurement is defined by the Inventory procured by OLX Autos on behalf of the Business partner where in the Business partner was the highest Bidder at the time of Auction and full payment is pending from Business partner's end.*

- Rs. 10,000 will be held back on each car as an inventory holdback amount of the highest bidder. The amount shall be released once we get the payment of the car

1.6 FORFEITURE RULE IN CASE OF BUSINESS PARTNER BACKOUT – PROCUREMENT

- In case Business partner rejects or cancels procurement of the car after confirmation, forfeiture amount applicable shall be INR 10,000 which shall be forfeited from the Refundable Security Deposit.
- If the Dealer falls under Category A or B the token amount will also be forfeited in case of backout/cancellation/ Invalid Inspection miss
- OLX Autos reserves the right to change the forfeiture amount based on performance of the Business partner and the same shall be communicated to the Business partner from time to time in advance.

**Note: In case of reported inspection miss and same is approved by OLX Autos, forfeiture amount shall not be applicable. In case of Rejected Inspection Miss cases, the forfeiture amount will be applicable.*

1.7 FORFEITURE RULE IN CASE OF BUSINESS PARTNER BACKOUT – PRE-PROCUREMENT

- In case the business partner backs out on a car at pre procurement stage, Rs. 5000 will be forfeited from the RSD balance.
- Applies to the highest bidder at pre procurement.

1.8 FORFEITURE RULE IN CASE OF CHALLAN POST DELIVERY OF THE CAR

In case the seller of the car complains against receiving challan notifications post the delivery of the car or if the same is identified by OLX Autos (post-delivery) the challan amount will be deducted from the RSD.

If the RSD amount is not sufficient, the balance/ amount will be shown in negative and the bidding will be blocked.

1.9 RULES INCASE BUSINESS PARTNER WITHDRAWS PARTNERSHIP WITH OLX (VOLUNTARY)

In case the Business partner wants to stop working with OLX Autos, the Refundable security deposit balance at that time will be refunded subject to the following conditions:

- All financial obligations must be settled.
- RCs of all cars purchased from us should be transferred and transferred RC proofs must be submitted.

2. INTERACTION WITH OLX TEAMS

2.1 VISITING GUIDELINES

Parking Visit timings	
Delivery time	10:00 AM - 01:00 PM 02:00 PM - 06:00 PM

- Only onboarded business partners are allowed in the parking yard with requisite gate pass
- Permit inside parking yard is only allowed for pickup of vehicles after full payment has been made and confirmed by OLX Autos
- Business partners should pre-book their visit to Parking yard with the Sales Team
- Entry of private vehicles is not allowed in parking facility/office
- BUSINESS PARTNER or its representative must bring original government issued ID cards at all OLX premises Acceptable ID cards include PAN, PASSPORT, DL, AADHAR CARD and any other government issued ID card
- Customers of Business partners are strictly not allowed in parking facility/OLX office

2.2 MODES OF PAYMENT FOR THE CAR

Business partner can make the payment of the car by the following modes only, OLX follows and promotes ZERO Cash transactions. Before coming to the stockyard, OLX Autos Stockyard team shall confirm the business partner the readiness of vehicle and slot for pickup. Business partner should follow these rules for seamless experience.

- No cheque accepted at OLX counters at the time of delivery or any other charge
- Bank transfer - RTGS/IMPS/NEFT in your respective SOBEK Account (Virtual account)
- POS machines (Credit/Debit card) * – Available at selected counters
- PayU* Money – 2% service charge levied
- Cash payment** – Only through AXIS bank with OLX Autos approved deposit slips subject to signing of Indemnity Bond (onetime) by the Business Partner in the prescribed format

**Service charges shall be applicable*

Important Note:

- All payments to OLX must be made ONLY to company's bank account for which you must receive a valid Business partner acceptance form / Dealer acceptance form
- In case of full sale cancellation for whatsoever reason, service charge shall not be refunded back to the Business partner

3. FINANCE CHARGES

3.1 RC DEPOSIT

- Business Partner must submit a deposit against every car purchased from OLX Autos called “RC Deposit” (RCD)
- Business partner is solely responsible for transferring the RC
- Business partner to provide end buyer KYC latest by 75th day after taking the delivery of the car
- RC transfer TAT is 120 days (maximum)
- RC transfer 360 days in case of a Delhi NCR location Dealer
- After the RC is transferred business partner to submit a copy of transferred RC

Amount	INR 5000
When to deposit	Along with full and final payment
Mode of transfer	Bank transfer at POS (Point of sale)

3.2 REFUND OF RC DEPOSIT (RCD)

- RCD will be refunded only on submission of clear copy of transferred RC
- RCD will NOT be refunded against State NOC
- RCD cannot be adjusted against another car
- To initiate refund, BUSINESS PARTNERS are requested to follow:
 - A legible copy of transferred RC can be attached under My purchases → Completed or should be sent to the Aftersales SPOC (email/WhatsApp)
 - Upon confirmation from finance, the RCD refund amount will be credited to the business partner’s account within 48 hours
 - If RCD amount is not received, contact aftersales team or business partner helpline number **9606046840**

3.3 RC DEPOSIT (RCD) FORFEITURE

Business partner to ensure RC transfer within 120 days (after taking the delivery)

Day post car delivery	Amount to be forfeited	Forfeiture from	Applicable for
121	2500	RCD holdback	Pan India
181	2500	RCD holdback	Pan India
270	2500	RSD balance	Delhi NCR only
360	2500	RSD balance	Delhi NCR only

- No claims towards refund of forfeited RCD amount shall be entertained

**Forfeiture of RCD amount shall not absolve the Business partner from its liability to get the RC Transfer completed*

3.4 TCS GUIDELINES – AS PER GOVERNMENT MANDATE

- TCS applicable on a car equal to or greater than 10 Lakh is 1% (as per government mandate)
- TCS applicable on transactions equal to or greater than 50 Lakh in a year ***On one account* 0.1% on every car (as per government mandate)
- No waiver will be given on TCS
- Applicable on Scrap/non scrap (all categories)

4. INSPECTION MISS POLICY**4.1 INSPECTION MISS ISSUE & REPORTING**

- I. Inspection Miss identified at the time of car home delivery or at the Stockyard (self-pickup)
 - Raise the issue within 24 hours of delivery to the team
 - First response TAT 24 hours
 - Resolution TAT 24 hours
 - Closure TAT post approval 24 hours
 - No parking charges for the duration (post Inspection Miss raised until solution provided)
 - For the Dealer in Kerela if the car is not picked up / delivery not taken within 3 days of stock-in any Inspection miss raised will not be considered
- II. RFC calculated by OLX Autos will be binding in case Inspection Miss is valid
- III. Inspection Miss conditions & Scenarios

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Condition	Scenario 1	Scenario 2	Scenario 3
	Inspection Miss not valid	Inspection Miss valid	Inspection Miss valid
RFC Calculated by Resolution team (Deal value not to be considered) Except Mumbai	0	RFC < = 10,000	RFC > 10,000
Result	Scenario 1: No backout no deal cancellation		
	Scenario 2: The dealer must take the car to avoid standard forfeiture, no RFC will be granted		
	Scenario 3: Dealer has to choose to opt for RFC or backout without any Forfeiture		
Forfeiture if Dealer back out			
Pre procurement (mandatory)	Rs 5000		No Forfeiture
Post procurement (mandatory)	Rs 10000		No Forfeiture

- If the dealer backout in scenario 2, Token (if applicable) + standard forfeiture applicable
- No sales cancellation if the raised inspection miss is proved as not valid, the dealer must take the car.
- Bid validation - all the bids are binding (for Highest bidder only) validity 3 days
- If the refurbishment cost is less than or equal to INR 10,000 the same will not be considered for a refund or cancellation.

Implication if the car is financed (DF)

Scenario 1 - no implication, no interest waiver

Scenario 2 - Interest waiver only for the days until the dealer gets the closure, if he back out will be regarded as sales cancellation

Scenario 3 - Interest waiver only for the days until the dealer gets the closure, if he back out will be regarded as sales cancellation

Note: No interest will be levied in case of sales cancelation

IV. Odometer tampering/ flooded car Inspection Miss rules

- Dealer to raise both the cases within 5 days after taking the delivery
- Only acceptable proof for Odometer Tampering /Flooded car is service history from OEM authorized service
- OLX Autos will only be liable to refund the amount of transaction for the mentioned car for approved cases and OLX will not be liable to pay any additional cost incurred by the Dealer
- No claims on Refurbishment /other costs incurred will be entertained /considered
- Resolution TAT 2 days
- OLX Autos will not entertain/ consider any odometer tampering or flooded cars inspection miss or cancellation for the below-mentioned cases (1 or more) and will not be liable to provide service history for these cars:
 - Vehicles that are more than 7 years old OR
 - Vehicles that are already 1.5 lacs kms driven OR
 - Vehicles with Highest Bid less than 75000
 - Vehicles with a difference of 500Km or more from the Inspection Report reading
 - Procured as Scrap but running
 - Procured as Scrap

V. OLX Autos will not entertain Inspection Miss for the below-mentioned cases

- Cars procured as Scrap
- Cars procured as Scrap but running
- Pre informed legal issues
- Pre informed SH conditions / accidental / as per inspection report
- Cars equal to or less than 1 Lakh (Mumbai)

- In Pune, Kolkata & Bangalore if RFC is less than INR 10,000 it will not be considered

VI. DISCLAIMER

- Low/Poor Pick up, clutch weak, Automatic Transmission not satisfactory, Engine Auxiliary Noise, etc comments mentioned in the report indicate that Car may need to be shifted by Towing & may not be in further drive-able mode till required refurbishment is done.
- Interior Cleaning & General service for the engine is essential refurbishment advised in every used car. Claims regarding low engine level or low coolant level are not eligible.
- Accidental repairs if already done are verified practically on the Car during Inspection. Replacement of parts like Bumper / Fender / Headlights / Tail Lights / OVRM / Lower cross member, Upper cross member, Bonnet patti / Front Show Panel, electronic accessories etc cannot be verified and do not depreciate the value of the used car, hence no claim shall be entertained basis details available in-service history post-purchase.
- Date of manufacturing of the car is recorded as per the details available in RC and not as per the window or windshield glass code or chassis number codification.
- Operation of Cruise control cannot be checked under current conditions where inspection is being done at our retail outlet inside the city hence not guaranteed.
- OLX Autos is not the custodian of Service history, hence it is strongly recommended that the dealer must exercise sole due diligence for his/her satisfaction on the service history of a vehicle while procuring the respective vehicle.

5. PRE-PROCUREMENT TOKEN & RULES

5.1 HIGH VALUE CARS

- In case the car is of Rs 10,00000 (10 lakh) or above value, it is mandatory for a business partner to give the token of 20% of bid value at the time of procurement
- Only after the token is received the car will be procured at Retail branch
- Pan Card is a mandatory document for procurement
- 1% TCS applicable as per government mandate
- In case of Business partner back-out, OLX Autos shall deduct / forfeit the token amount

5.2 INTER CITY/INTER STATE CAR TRANSPORT

- Transportation charges to be paid by the dealer over and above the highest bid (*not included in the bid value*)
- The transportation charges mentioned in the Dealer app or call your relationship manager
- Pre procurement token of Rs 25000 applicable
- Parking charges will be levied after STOCK IN at the destination city
- In case of valid IM/legit dealer backout transportation charges will be refunded
- Invalid IM/ backout will result in forfeiture of the token amount.

5.3 THIRD PARTY PROCUREMENT

- On third party procurement a token of 25% of the bid value is mandatory
- 100% token forfeiture in case of invalid Inspection miss or backout

5.4 PARTIAL PAYMENT – TO RETAIN THE CAR

- A partial payment of minimum 30% is required within 7 days of STOCKIN
- On 8th day the car stands auto cancelled
- As a result, standard forfeiture will be applicable.

5.5 DEALER CATEGORY TOKEN

Now the dealers are divided into 3 categories.

- Category A: Dealer whose backout % is 20 to 50%
- Category B: Dealer whose backout % is 50% or more.
- Null: Dealer whose backout % is less than 20%

Implication: Category A and B dealers are required to give a mandatory pre-procurement token.

- Category A: 30% or 35,000 of the highest bid (whichever is higher)
- Category B: 100% of the bid value as token
- Null: Business as usual (no change) take the standard token whenever applicable

Note: This token is mandatory and applicable on each car irrespective of the type (Scrap, nonscrap, high value, B2B, intercity, etc)

6. SCRAP

- In cases where car is scrap, business partner must hand over the chassis plate & Scrap letter to OLX Autos Retail store / stockyard
- RC deposit (RCD) of Rs.3000 will be held back until chassis plate is handed over
- Chassis plate & Scrap letter to be handed over within 7 days of delivery to avoid forfeiture
- RCD will be refunded to the Business partner post hand over of Chassis plate
- Mandatory towing charges of INR 1500
- In case of any customer/seller complaint and failure to comply with the above mentioned OLX Autos reserves the right to take legal action against the Dealer

7. Parking charges

Parking days	Charges
Up to 3 days	Free Parking
4th - 6 th	300
7th-10 th	700
11th day onwards	1000

- The charges are calculated from the procurement date (when the car was procured by OLX Autos)
- Charges will be levied at 8:00 AM (morning) on the applicable days
- Same charges applicable post sales as well (if the car is not picked/delivered)
- Parking charges will not be levied on national holidays only

8. Car handling charges

- Car delivery at doorstep is now available for the business partners
- It will be available within the city radius only (60 km from the OLX Autos Stockyard)
- Payment must be made before the delivery
- The delivery address will be either the registered address or one additional verified address only
- Applies to both self-pickup/delivery as Car handling charges
- Applicable on all the cars (Scrap, non-scrap, B2B, Home delivery, self-pickup)
- No additional or top up home delivery charges
- Applies to all the dealers (intercity/ intra city)

Any Value car/ vehicle	1% of Highest bid value (Inclusive GST)
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9. DEALER FINANCING

- Buy more with OLX Autos now
- Easy and hassle-free Financing options
- One-time onboarding to enjoy the benefits

FAQ – Dealer Financing

I. How can I enrol for Dealer Financing?

If you are a counter dealer and have valid business proof of > 1 year of Vintage than apart from Enrolment with OLX Auto, we can take your application for *OLXtra* (Dealer Financing)

II. What do I need to submit apart from KYC?

The applicant dealer has to submit the last 1-year bank statement in PDF Format (All Banks statement used for Used car transactions) and Shop & Establishment Act / GST Certificate

III. Is there any security deposit?

Yes, Dealer Financing Security Deposit is 20% of your sanctioned limit. This is Interest-free refundable security deposit

IV. Udyog Aadhar is acceptable?

Udyog Aadhaar will not be considered valid office address proof for dealer financing

For more details of Dealer Financing contact the DF SPOC of your city

10. BLACKLISTING AND BLOCKING

Reason	Explanation as per guidelines	Action
Principal default	Any dealer who has defaulted in the repayment of principal amount for any loan either in NBFC or in OLXTRA.	Blacklisting
Maximum interest waiver	Any dealer where we have given him a waiver on interest (Including penal) for more than 60k amount.	Blacklisting
Legal action	Any dealer against which a legal action has been initiated by the OLX team due to his issues in any line of OLX business.	Blacklisting
Deemed Legal action	In case any dealer has done unlawful action/fraud against our employee with respect to official work, but legal action has not been initiated due to some reasons.	Blacklisting
Relative of blacklisted dealer	Any parent or child account of the above-mentioned blacklisted dealers.	Blacklisting

For any additional queries, please reach out to us on Dealer helpline +91 9289211112.

or write to dealer-support@olxautos.com