

DEKHO

Live Commerce Marketplace

LIVE SESSION AND PURCHASE RULES

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Company
KT Live Commerce Pvt. Ltd.

Brand: Dekho | dekho.shop
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1. About These Rules

1.1 Purpose and Scope

These Live Session and Purchase Rules (Rules) govern all buyer participation in live commerce sessions hosted on the Dekho platform by KT Live Commerce Pvt. Ltd. These Rules apply to every live session you join, every price offer you submit, every purchase confirmation you receive, and every payment obligation that arises from session participation.

These Rules form Document 2 of Dekho's seven-document policy framework and must be read alongside the Buyer Terms of Use (Document 1). In case of conflict between these Rules and the Buyer Terms of Use, the Buyer Terms of Use prevails.

1.2 Acceptance

By joining any live session on the Dekho platform — whether you submit a price offer or not — you confirm that you have read, understood, and accepted these Rules. Joining a session constitutes acceptance of all obligations in these Rules including the purchase obligation that arises if your price offer is confirmed as the highest valid offer at session close.

1.3 Legal Basis

Legal Foundation of Every Dekho Session

Every competitive purchase session on the Dekho platform constitutes a valid commercial sale of physical goods under Section 64 of the Sale of Goods Act, 1930, which expressly

recognises competitive price-based sales as a lawful and enforceable form of commercial transaction in India.

The platform does not involve gambling, betting, wagering, prize competitions, or any element of chance. The outcome of every session is fully deterministic — the participant who voluntarily submits the highest price offer at session close always receives the product. No random selection, probability, or chance is involved at any stage.

These sessions are not regulated under the Prize Competitions Act, 1955, the Public Gambling Act, 1867, or any state gambling legislation.

All transactions are commercial sales of physical goods. Every purchase obligation arises from the buyer's own voluntary commercial decision.

2. How a Live Session Works

2.1 Overview

A Dekho live session is a real-time video broadcast hosted by a verified seller. During the session, the seller demonstrates a physical product and participants may express their willingness to purchase by submitting price offers. The participant whose price offer is highest at session close receives a purchase confirmation and is legally obligated to complete payment at their confirmed offer price.

2.2 Step-by-Step Session Flow

1 Session Opens

A verified seller begins a live video broadcast. The session start time and estimated duration are notified to registered participants. Dekho's official server time governs all session timing.

2 Product Presented

The seller presents the physical product — showing condition, specifications, origin, and any relevant details. A starting price is displayed. All pricing is visible to all participants throughout the session.

3 Price Offers Open

The price offer window opens. Participants may submit price offers. Each offer must exceed the current highest recorded offer by at least the minimum offer step displayed on screen. The current highest offer is visible to all participants at all times.

4 Session Closes

The session closes at the time displayed. No further price offers are accepted after session close. Dekho's server timestamp at close is conclusive and final.

5**Purchase Confirmed**

The participant with the highest valid price offer at session close receives a purchase confirmation at their offered price. This price is fixed and does not change.

6**Payment Due**

The confirmed participant must complete payment within the time displayed at session close. The final payable amount shown at checkout equals the confirmed offer price plus applicable GST and shipping charges.

7**Delivery**

The seller dispatches the product within the stated timeframe. The participant tracks the shipment and receives it at their registered delivery address.

2.3 Session Timing and Dekho's Server Time

2.3.1 All session start times, close times, price offer windows, and payment deadlines are governed exclusively by Dekho's official server time. Dekho's server timestamp is final and conclusive in all disputes relating to timing.

2.3.2 Participants are responsible for maintaining a stable internet connection during sessions. Dekho is not responsible for missed price offers, delayed offer submissions, or session close notifications that are not received due to connectivity issues on the participant's device or network.

2.3.3 Dekho does not adjust session timings for individual participants. If a participant's device displays a different time from Dekho's server time, Dekho's server time governs.

2.4 How Participants Find and Join Sessions

2.4.1 Live sessions are listed on the Dekho platform's home screen and on each seller's profile. Registered buyers may browse upcoming and live sessions and join any active session by tapping it. Joining a session is free and does not create any purchase obligation — only a submitted price offer creates a purchase obligation.

2.4.2 Dekho may notify registered buyers of upcoming sessions through in-app notifications, SMS, or email based on their notification preferences. Participants are responsible for joining sessions on time. Dekho is not liable for a participant missing a session due to notification failures caused by the participant's device settings or connectivity.

2.5 Session Duration

Each session has a defined duration that is displayed to participants before and during the session. The session closes automatically at the stated end time. All price offers must be submitted before the session closes. Dekho's server time governs the session close. Dekho reserves the right to extend a session duration in exceptional circumstances — for example a technical interruption — and will notify participants if this occurs.

2.6 Technology and Network Disclaimer

2.6.1 The Dekho platform operates over public internet infrastructure. Live sessions, price offer submissions, purchase confirmations, and all time-sensitive communications are dependent on internet connectivity, device performance, and network conditions — none of which Dekho controls.

2.6.2 Dekho's official server timestamp is the sole governing authority for all session timing. This includes: the exact moment a price offer is recorded; the exact time a session closes; and the exact sequence of simultaneous offers. Network latency, device processing delays, buffering, packet loss, or any other connectivity issue on the participant's device or network may cause a delay between when a participant taps their device and when Dekho's server records the action. This delay is entirely on the participant's side and does not affect Dekho's server records.

2.6.3 Dekho is not liable for any consequence arising from: a price offer that was submitted by a participant but not recorded by Dekho's server due to participant-side connectivity failure; a session close notification that was received with a delay due to network conditions; a purchase confirmation that arrived late due to email delivery delay or notification settings on the participant's device; or any other timing-related consequence caused by internet infrastructure, third-party streaming services, or device performance.

2.6.4 Participants who experience connectivity issues during a session must contact Dekho's support team at support@dekho.shop immediately. Connectivity issues are not automatic grounds for voiding an offer, reversing a session outcome, or extending a payment deadline. Dekho will investigate only where there is evidence of a verified failure on Dekho's own server infrastructure.

3. Price Offers

3.1 What a Price Offer Is

A price offer is a registered participant's voluntary submission of a price amount during a live session, representing that participant's confirmed and unconditional willingness to purchase the featured product at the stated amount. Each price offer constitutes a binding commercial offer under Section 2(a) of the Indian Contract Act, 1872.

3.2 Requirements for a Valid Price Offer

3.2.1 All price offers must be submitted through the official Dekho platform using a verified registered buyer account that has completed KYC verification.

3.2.2 Each price offer must exceed the current highest recorded offer by at least the minimum offer step displayed during the session. Offers that do not meet the minimum offer step will not be recorded.

3.2.3 A price offer is only valid if it is recorded by Dekho's server within the active offer window of the session. Offers submitted after session close, regardless of when the participant tapped their device, are not valid.

3.2.4 A price offer is only valid if the participant's account is in good standing — not suspended, not under verification hold, and not restricted from session participation.

3.3 Price Offers Are Binding and Irrevocable

3.3.1 Once a price offer is submitted and recorded by Dekho's server, it is binding and irrevocable. You may not withdraw, cancel, or modify a submitted price offer under any circumstances other than those set out in Section 3.4.

3.3.2 By submitting a price offer you confirm that: (a) you have the genuine intent to purchase the product at your offered price; (b) you have sufficient funds or available credit to complete payment if your offer is confirmed; and (c) you acknowledge having had a reasonable opportunity to review the product as presented during the session.

3.3.3 The binding nature of price offers is fundamental to the integrity of the live session mechanic. Any attempt to submit offers without genuine intent to purchase constitutes a violation of these Rules and the Buyer Terms of Use.

3.4 When a Price Offer May Be Voided

A submitted price offer may be voided only in the following circumstances, and only upon Dekho's verification of the applicable circumstance:

- A verified technical malfunction on Dekho's systems caused the offer to be recorded at an incorrect amount — not a connectivity issue on the participant's side
- The session is cancelled or voided by Dekho under Section 7
- Dekho determines, in its sole discretion, that the offer was submitted as a result of fraud or manipulation by a third party other than the participant

Participant error, change of mind, connectivity issues, or regret about a submitted offer amount are not grounds for voiding a price offer. Dekho's determination on whether a voiding circumstance exists is final.

3.5 Simultaneous Offers

Where two or more participants submit offers of the same amount simultaneously, the offer recorded first by Dekho's official server timestamp prevails. In the event of a dispute about simultaneous offers, Dekho's server logs are conclusive evidence. No claim arises against Dekho for an offer that was not recorded as first due to server processing order.

3.6 Notification When Offer Is Exceeded

Where a participant's price offer is exceeded by a higher offer during an active session, Dekho will endeavour to notify the participant through the platform in real time. However, participants are responsible for monitoring the current highest offer displayed on screen during the session. Dekho is not liable for any failure to receive real-time notifications due to the participant's connectivity, device settings, or any other issue on the participant's side.

4. Session Close and Purchase Confirmation

4.1 Determining the Successful Participant

4.1.1 At session close, Dekho's system identifies the participant holding the highest valid price offer as recorded by Dekho's server at the exact moment of close. That participant receives a purchase confirmation and is obligated to complete payment.

4.1.2 Where a session closes without any valid price offer having been recorded, no sale is confirmed and no obligation arises for any participant or the seller. Dekho is not liable to the seller for a session that closes without any price offers being submitted.

4.2 Purchase Confirmation

4.2.1 Upon session close, Dekho sends a purchase confirmation to the successful participant through the platform and their registered email and mobile number. The purchase confirmation states the product, the confirmed purchase price, and the payment amount including applicable GST and shipping charges. The payment deadline is displayed at the time of the payment redirect through Dekho's RBI-authorized payment aggregator.

4.2.2 The purchase confirmation constitutes Dekho's acceptance of the participant's price offer on behalf of the seller, forming a binding contract of sale between the participant (as buyer) and the seller under the Indian Contract Act, 1872 and the Sale of Goods Act, 1930. Dekho is not a party to this contract.

4.2.3 The confirmed purchase price is the participant's submitted offer amount. This price is fixed at session close and does not change through the payment process. No further negotiation or modification of the purchase price is permitted after confirmation.

4.2.4 The purchase confirmation is final. It cannot be revoked by the participant, the seller, or Dekho except in the specific circumstances set out in Section 4.3.

4.3 When a Purchase Confirmation May Be Cancelled

A purchase confirmation may be cancelled only in the following circumstances:

- The seller confirms the product is unavailable or damaged before dispatch — full refund issued
- Dekho voids the session under Section 7 — full refund issued
- The participant fails to complete payment within the payment deadline — non-payment consequences apply under Section 5.3
- Dekho determines fraud or session misconduct has occurred — Dekho's determination is final

Change of mind, regret, or finding a lower price elsewhere are not grounds for cancelling a purchase confirmation. Once confirmed, the purchase is final.

4.4 Unsuccessful Participants

Participants whose price offers are exceeded at session close receive no purchase confirmation and have no purchase obligation. Unsuccessful participants have no claim against Dekho or the seller for failing to secure the product.

5. Payment Obligations After Session Close

5.1 Payment Deadline

5.1.1 Upon receiving a purchase confirmation, the successful participant must complete full payment within the payment deadline displayed on the purchase confirmation screen. The payment deadline is determined by Dekho's RBI-authorized payment aggregator at the time of the payment redirect and is shown clearly to the participant before payment is initiated. Dekho may specify different deadlines for different sessions, and the applicable deadline is always displayed at the point of confirmation.

5.1.2 The payment deadline is governed by Dekho's server time and is strictly enforced. Participants experiencing payment difficulties must contact Dekho's support team immediately at support@dekho.shop within the active payment window. Requests made after the deadline has expired will not be considered.

5.1.3 Dekho does not grant extensions to payment deadlines except in cases of a verified system error on Dekho's payment infrastructure. Network issues, device problems, or bank processing delays on the participant's side are not grounds for an extension.

5.2 What Is Payable

The total amount payable upon purchase confirmation is:

- The confirmed offer price — fixed at session close
- Applicable GST on the product as charged by the seller
- Shipping and logistics charges as displayed at checkout

No additional charges will be added after the purchase confirmation. The amount displayed on the payment screen is the final total.

5.3 Consequences of Non-Payment

5.3.1 If a confirmed participant fails to complete payment within the payment deadline, the purchase confirmation is cancelled and the following consequences apply:

- (a) The participant's session participation privileges may be suspended temporarily or permanently at Dekho's discretion.
- (b) Dekho reserves the right to offer the product to the next highest offer participant or to reschedule the session at its discretion.
- (c) Dekho may recover from the participant any demonstrable losses caused to the seller or to Dekho's platform operations by the non-payment, including any administrative costs incurred.
- (d) Repeated non-payment after confirmed purchases constitutes a material breach of these Rules and the Buyer Terms of Use and may result in permanent account suspension and Dekho's right to initiate legal proceedings to recover damages.

5.4 Payment Processing

Payment is processed through Dekho's RBI-authorized payment aggregator in compliance with RBI Payment Aggregator Guidelines, 2020. All payment terms in the Buyer Terms of Use (Document 1, Section 5) apply to session-based payments. Funds are held under a deferred settlement model and are not remitted to the seller until delivery is confirmed.

6. Participant Conduct During Sessions

6.1 Required Standard

All participants must conduct themselves honestly, lawfully, and respectfully during live sessions. The live session environment is a commercial marketplace and a community. Conduct that disrupts sessions, manipulates outcomes, or harms other participants, sellers, or Dekho is strictly prohibited.

6.2 Prohibited Conduct in Sessions

Prohibited Conduct	Details and Legal Basis
Shill price offers	Submitting price offers without genuine intent to complete the purchase at the offered price, for any purpose — including artificially inflating prices, creating false demand, or preventing a session from closing. This constitutes fraud under the Bharatiya Nyaya Sanhita, 2023.
Price offer collusion	Coordinating with other participants or the seller to manipulate session outcomes, suppress competition, or fix the final price. This may also constitute an offence under the Competition Act, 2002.
Automated offer tools	Using any bot, script, macro, or automated software to submit price offers. Prohibited under Sections 43 and 66 of the IT Act, 2000.
Session disruption	Deliberately interrupting a live session through technical interference, spamming the chat, or any other means.
Identity misrepresentation	Participating in a session using another person's account or identity — an offence under Section 66C of the IT Act, 2000.
Multiple account participation	Participating in the same session using more than one registered account — prohibited and grounds for permanent suspension.
Recording sessions	Recording, screenshotting, or capturing any part of a live session for distribution or commercial use without Dekho's prior written consent. Prohibited under the Copyright Act, 1957 and Section 43 of the IT Act, 2000. Session recordings are Dekho's exclusive property.
Abusive chat conduct	Posting abusive, threatening, defamatory, obscene, discriminatory, or spam content in the live session chat. Community Guidelines (Document 6) apply.
Prohibited purchase attempts	Attempting to purchase items prohibited under Dekho's Prohibited Products Policy (Document 7).

6.3 Chat and Interaction Rules

6.3.1 The live session chat is a commercial communication channel. It may be used to ask genuine product questions, interact with the seller, and engage with the session. It may not be used for advertising, spam, abuse, or any purpose unrelated to the session.

6.3.2 Dekho moderates live session chats in real time using automated tools and human moderators. Dekho may remove any message and remove any participant from a session without prior notice for any conduct that violates these Rules or the Community Guidelines.

6.3.3 All chat content during live sessions is recorded and retained by Dekho as part of the session record. Chat content may be used as evidence in disputes.

6.4 Consequences of Session Misconduct

6.4.1 Dekho may take any or all of the following actions in response to session misconduct, proportionate to the severity and frequency of the violation:

- (a) Remove the participant from the current session immediately
- (b) Void price offers submitted by the participant in the affected session

- (c) Suspend session participation privileges temporarily or permanently
- (d) Suspend or permanently terminate the participant's account
- (e) Recover any benefit obtained through misconduct
- (f) Report the conduct to law enforcement authorities
- (g) Initiate legal proceedings to recover losses.

6.4.2 Dekho's determination on whether session misconduct has occurred and what action to take is final and binding. Participants may seek a review of the determination through the Grievance Officer under the Buyer Terms of Use Section 10.2.

7. Session Cancellation, Voidance, and Technical Errors

7.1 Dekho's Right to Cancel or Void Sessions

7.1.1 Dekho reserves the right, at its sole and absolute discretion, to cancel, suspend, pause, reschedule, or void any live session or its results at any time before, during, or after the session, without prior notice and without liability to any participant or seller.

7.1.2 Circumstances in which Dekho may cancel or void a session include but are not limited to:

- (a) Technical or network malfunction affecting session integrity or price offer recording
- (b) Detection of session misconduct, fraud, or manipulation by any participant or the seller
- (c) The seller's inability or failure to supply the product as presented
- (d) Errors in the product listing, pricing display, or session setup
- (e) Platform maintenance, legal or regulatory compliance requirements, or force majeure events
- (f) Any other circumstance in which Dekho determines in its sole discretion that conducting or confirming the session would be contrary to these Rules, applicable law, or the interests of platform integrity.

7.2 Effect of Session Cancellation or Voidance

7.2.1 Where a session is cancelled or voided before purchase confirmation, all price offers are void and no purchase obligation arises for any participant.

7.2.2 Where a session is voided after purchase confirmation, the purchase confirmation is cancelled, and any amounts paid will be refunded to the original payment source within 5 to 7 working days.

7.2.3 Dekho is not liable to any participant for any loss of opportunity, time, or inconvenience arising from a cancelled or voided session. No claim for damages arises against Dekho from a session cancellation.

7.3 Technical Errors

7.3.1 If a technical error on Dekho's systems causes a price offer to be recorded at an incorrect amount, Dekho may void the affected offer and invite the participant to resubmit. Dekho will endeavour to notify the affected participant as soon as practicable during the active session and, where possible, before the session closes.

7.3.2 A participant's failure to receive session notifications, price offer confirmations, or purchase confirmations due to connectivity issues, device problems, or notification settings on the participant's side does not constitute a technical error on Dekho's systems.

7.3.3 Where a technical error affects the session close timestamp, Dekho may extend or reopen the session at its discretion. Dekho's server logs are the authoritative record of all session events.

8. Session Recordings

8.1 All Sessions Are Recorded

Every live session hosted on the Dekho platform is recorded in full, including the seller's video and audio, all products presented, all statements made by the seller, all pricing shown, all chat messages, and all visible participant interactions. Recording begins at session start and ends at session close.

8.2 Ownership of Recordings

All session recordings are the exclusive property of KT Live Commerce Pvt. Ltd. Sellers, participants, and hosts have no ownership rights over session recordings. Dekho retains all session recordings for a minimum of 180 days from the session date for compliance, dispute resolution, and operational purposes.

8.3 Use of Recordings

8.3.1 Dekho may use session recordings for any of the following purposes without requiring additional consent from sellers or participants: dispute resolution and evidence in legal proceedings; compliance monitoring and regulatory reporting; quality assurance and platform improvement; training of Dekho's moderation and support teams; and law enforcement requests made under applicable Indian law.

8.3.2 Use of session recordings for promotional, marketing, or public-facing purposes is governed by the marketing consent framework: sellers grant Dekho a marketing licence through the Seller Terms and Conditions (Document 5, Section 6.E.2) at the time of hosting; buyers consent through the optional marketing content opt-in at registration as described in the Privacy Policy (Document 4, Section 6.2). Dekho will not identifiably feature any buyer who has not opted in to marketing content use.

8.3.3 Session recordings are admissible as electronic evidence under Section 65B of the Indian Evidence Act, 1872 and constitute conclusive evidence of what was shown, stated, and priced during the session.

8.4 Participants' Consent to Recording

By joining any live session on the Dekho platform, you give your informed consent to being recorded as a visible participant — including your username, chat messages, price offer activity, and any visible profile information. You acknowledge that this recording may be used for the purposes listed in Section 8.3.1 without further notice or consent.

8.5 Prohibited Use of Session Content by Participants

You may not record, screenshot, download, reproduce, distribute, broadcast, or otherwise capture any live session content — including video, audio, product images, pricing information, or seller content — without Dekho's prior written consent. Unauthorised recording or distribution of session content is a violation of Dekho's intellectual property rights under the Copyright Act, 1957 and may attract civil and criminal liability.

9. Seller Obligations During Sessions

9.1 Governed by Seller Terms

Sellers' obligations during live sessions are primarily governed by the Seller Terms and Conditions (Document 5). This Section provides a summary of seller obligations directly relevant to buyers' rights and expectations during sessions. Where a seller fails to honour a purchase confirmation or materially misrepresents a product during a session, the buyer may raise a claim under Section 12 of these Rules and is entitled to a full refund under the Refund and Return Policy (Document 3).

9.2 Product Representation

9.2.1 Sellers must accurately represent every product during the session — clearly showing the product's physical condition, disclosing any defects or wear, stating whether the product is new first-sale or secondary-market resale, stating the country of origin, and providing accurate specifications. Session recordings capture all seller statements and are used as primary evidence in any return or refund claim.

9.2.2 Sellers must not make false or misleading claims about a product's authenticity, value, rarity, condition, certification, or any other material characteristic during a session.

9.2.3 Sellers must honour every purchase confirmation issued by Dekho at session close. A seller who refuses to supply a product following a valid purchase confirmation is in breach of the sale contract and the Seller Terms, and the buyer will receive a full refund plus any additional remedy available under the Consumer Protection Act, 2019.

9.3 Session Conduct by Sellers

Sellers must conduct sessions professionally, courteously, and lawfully. Sellers must not engage in session misconduct including shill participation, collusion with participants, false urgency claims, price manipulation, or any conduct prohibited under these Rules or the Seller Terms. Dekho may terminate a seller's session immediately for any violation and the seller's account may be suspended.

10. Returns from Session Purchases

10.1 Session Purchases Are Final

Purchases made through Dekho live sessions are final once a purchase confirmation is issued and payment is completed. The competitive nature of the session is acknowledged by all participants as

part of their informed purchase decision. No return is accepted on the ground that the participant changed their mind, found a lower price, or regrets their price offer amount.

10.2 Returns Accepted for Session Purchases

A return from a session purchase will only be accepted in the following circumstances:

- The product received is physically damaged on arrival — including damage caused during transit — and the damage was not caused by the buyer after receipt
- The product received is materially different from what was shown in the session recording — a different product, fundamentally different specification, or condition significantly worse than represented
- The product is completely non-functional in its core purpose on arrival

Dekho will review the session recording as primary evidence. If the recording shows the product was accurately represented, the return will be rejected. If the recording is unavailable due to a verified technical failure, Dekho will assess the claim on available evidence. Dekho's determination is final.

10.3 Return Process and Deadline

To raise a return from a session purchase, you must contact Dekho within 48 hours of confirmed delivery through in-app support or at support@dekho.shop, with clear photo or video evidence of the damage, defect, or discrepancy. The 48-hour window is strictly enforced. Requests submitted after this window will not be accepted except where a latent defect — one not discoverable on reasonable external inspection — is demonstrated. For latent defect claims, the request must be raised within 7 days of the defect being discovered and must include evidence demonstrating why the defect could not have been discovered within the standard 48-hour window. The full return process is governed by the Refund and Return Policy (Document 3).

10.4 Statutory Rights

Nothing in this Section 10 limits your statutory rights under the Consumer Protection Act, 2019 in relation to defective goods or deficiency of service. If Dekho's internal process does not provide an adequate remedy for a genuine defective goods claim, you may approach the Consumer Disputes Redressal Commission. National Consumer Helpline: 1800-11-4000.

11. Prohibited Products in Sessions

11.1 Reference to Prohibited Products Policy

The categories of products that may not be sold through Dekho live sessions are set out in the Prohibited Products Policy (Document 7) at dekho.shop/prohibited. All sellers and participants are required to familiarise themselves with this policy before participating in sessions.

11.2 Session-Specific Restrictions

In addition to the Prohibited Products Policy, the following are not permitted in live sessions under any circumstances:

- Products that require a government licence, permit, or regulatory approval that the seller cannot demonstrate — including but not limited to certain electronics, medical devices, and regulated chemicals
- Counterfeit, replica, or unauthorised reproduction goods of any brand or product
- Products that infringe any registered trademark, copyright, or design right
- Products whose sale would violate any export control, sanctions, or trade restriction applicable in India
- Alcohol, tobacco, narcotics, firearms, and adult content items regardless of applicable law in the buyer's jurisdiction

11.3 Buyer's Responsibility

Buyers are responsible for ensuring that any product they purchase through a session is legal to possess and use in their location. Dekho is not responsible for any legal consequence arising from a buyer's purchase of a product that is restricted in the buyer's jurisdiction.

12. Session-Specific Dispute Resolution

12.1 Evidence Available

For any dispute arising from a session purchase, the following evidence is available to Dekho for review:

- Full session recording — video, audio, and chat
- Dekho's server logs — all price offers submitted, timestamps, and session close data
- Purchase confirmation record — confirmed price, participant identity, and payment status
- Delivery records — logistics partner tracking and confirmation data
- Buyer-submitted evidence — photos, videos, and documents submitted with return or dispute requests

12.2 Dekho's Determination

Dekho will use all available evidence to determine the outcome of session-related disputes. Session recordings carry the highest evidentiary weight. Dekho's determination is communicated in writing and is final for the purposes of Dekho's internal process. Participants may escalate unresolved disputes through the process in the Buyer Terms of Use (Document 1, Section 10).

12.3 Governing Jurisdiction

All disputes arising from live sessions on the Dekho platform are subject to the dispute resolution process in the Buyer Terms of Use (Document 1). The seat of arbitration is Indore, Madhya Pradesh. The courts at Indore have exclusive jurisdiction over all non-arbitration proceedings.

13. General

13.1 These Rules are governed by the laws of India and are to be interpreted in accordance with the Sale of Goods Act, 1930, the Indian Contract Act, 1872, the Consumer Protection Act, 2019, and all other applicable Indian laws listed in the Buyer Terms of Use.

13.2 Dekho may amend these Rules at any time. Updated Rules take effect upon posting at dekho.shop/session-rules. Your continued participation in sessions after the effective date constitutes acceptance.

13.3 If any provision of these Rules is held invalid or unenforceable, that provision is severed and the remaining Rules continue in full force.

13.4 These Rules constitute the complete agreement between participants and Dekho regarding live session participation and supersede all prior communications on the same subject.

13.5 Dekho's failure to enforce any provision of these Rules on a particular occasion does not waive its right to enforce it in future.

13.6 All session records — server logs, recordings, price offer data, and timestamps — constitute conclusive evidence and are admissible under Section 65B of the Indian Evidence Act, 1872.

Schedule A — Session Quick Reference

This schedule summarises key session information for participants. It does not replace the full Rules above.

Topic	Detail
Legal basis of sessions	Sale of Goods Act, 1930 — Section 64. Valid commercial sale of physical goods.
Gambling / chance element	None. Outcome is fully deterministic. Highest offer always wins.
Session timing authority	Dekho's server time is final and conclusive in all timing disputes
How to join a session	Browse sessions on app home screen or seller profile. Joining is free and creates no purchase obligation.
Session duration	Displayed before and during session. Closes automatically at stated time.
Price offer — binding	Yes — irrevocable once recorded by Dekho's server
Price offer — withdrawal	Not permitted except for verified Dekho system error
Simultaneous equal offers	Earlier server timestamp wins. Dekho's logs are conclusive.
Offer exceeded — notification	Dekho endeavours to notify in real time. Participant responsible for monitoring display.
Session with zero offers	No sale confirmed. No obligation on any party.
Payment deadline	Displayed at payment redirect screen — determined by RBI- authorised payment aggregator
Non-payment consequence	Purchase confirmation cancelled. Session privileges suspended. Dekho may recover losses.

Topic	Detail
Session cancellation	Dekho may cancel at any time. No liability to participants.
Returns — accepted grounds	Damaged on arrival, materially different, completely non-functional
Returns — not accepted	Change of mind, price regret, cosmetic variation, correct goods
Return evidence deadline	48 hours from confirmed delivery with photo/video evidence
Latent defect claims	Within 7 days of defect being discovered with evidence of why not discoverable earlier
Session recording	All sessions recorded. Dekho's property. Retained 180 days. Primary dispute evidence.
Prohibited session recording	Participants may not record sessions — Copyright Act 1957 and IT Act 2000 apply
Misconduct consequence	Removal from session, suspension, account termination, legal action
Dispute resolution	Buyer Terms of Use Document 1, Section 10. Indore jurisdiction.
Document URL	dekho.shop/session-rules
Related documents	Buyer Terms: dekho.shop/buyer-terms Returns: dekho.shop/returns Prohibited: dekho.shop/prohibited