



Terms & Conditions

For pharmacy owners and partners using the Namma MedMate platform.

Effective date: 4 August 2026 · **Version:** v1.0 · Applies to pharmacy owners and partners using the Namma MedMate platform.

Company	Medmate India Technology Private Limited
Brand / Platform	"Namma MedMate" — pharmacy management software (the "Platform" / "Service")
CIN	U72900KA2026PTC170001
Registered office	2nd Floor, Plot No 190/108/2, Haralur Main Road, opposite Narayana Olympiad School, HSR Extension, Lakedew Residency, Bengaluru, Karnataka 560102
Contact	support@nammamedmate.com · +91 80 4567 8900

1. Introduction and acceptance

These Terms & Conditions (the "Terms") govern access to and use of the Namma MedMate platform, including the web and mobile pharmacy management console, billing/POS, inventory, customer relationship management (CRM), credit (khata) and related features (collectively, the "Service"), provided by Medmate India Technology Private Limited ("Company", "we", "us" or "our").

The Terms form a binding agreement between the Company and the pharmacy business that registers for or uses the Service ("Partner", "Pharmacy", "you" or "your"). By creating an account, booking a demo that leads to onboarding, or accessing the Service, you confirm that you have read, understood and agree to be bound by these Terms and by our Privacy Policy and Refund & Cancellation Policy, which are incorporated by reference.

If you accept these Terms on behalf of a firm, company or other entity, you represent that you are authorised to bind that entity.

2. Eligibility

To use the Service, you must be a lawfully operating pharmacy or chemist in India and must, at all times:

- hold and maintain a valid retail/wholesale drug licence (including Form 20/20B and 21/21B, as applicable) issued by the competent State Drugs Control authority;
- employ or engage a registered pharmacist as required by the Pharmacy Act, 1948 and applicable rules;
- hold a valid GST registration where required, and any other registrations, licences or permits needed to run your business; and
- be at least 18 years of age and legally competent to enter into a contract under the Indian Contract Act, 1872.

We may ask you to provide proof of the above during onboarding or at any time thereafter, and may suspend the Service if valid documentation is not provided.

3. The Service

The Service is provided on a software-as-a-service (SaaS) basis. It gives your pharmacy tools for GST billing and point-of-sale, batch-wise inventory with expiry and restocking alerts, purchase and reorder management, customer/patient CRM and prescriptions, and hospital/ward credit.

Features launching later



Certain features — including the online store, order-taking and the delivery/rider network — are **not yet live** and are described as “coming soon”. They will be enabled in Bengaluru when launched, at which point additional or updated terms specific to online selling, fulfilment and delivery may apply. Nothing in these Terms guarantees a launch date or the continued availability of any planned feature.

The Service is a business tool. It does not provide medical, pharmaceutical, legal, accounting or regulatory advice, and it is not a substitute for your own professional judgement or for compliance with the laws that govern your pharmacy.

4. Accounts, logins and security

You are responsible for all activity under your account and staff logins. You must keep credentials confidential, use them only for authorised staff, and notify us promptly at support@nammamedmate.com of any suspected unauthorised use. You are responsible for the accuracy of the information you enter and for configuring roles and permissions appropriately.

5. Plans, fees and billing

- The Service is offered under subscription plans (currently Essential, Care, Growth and Flagship). Plan features and prices are shown on our website and may be updated from time to time.
- Every plan includes a promotional **first three (3) months free**. Unless you cancel during the free period, paid billing begins automatically at the end of it.
- You may choose monthly or annual billing. Annual billing is charged in advance and may carry a discounted monthly rate as displayed at the time of purchase.
- All fees are exclusive of applicable taxes (including GST), which will be added and charged as required by law.
- Subscriptions renew automatically for the same period unless cancelled before the renewal date. We may change plan prices with at least thirty (30) days' prior notice; changes take effect from your next billing cycle.

Refunds and cancellations are governed by our Refund & Cancellation Policy.

6. Your obligations and acceptable use

You are solely responsible for the lawful operation of your pharmacy. In particular, you agree that you will:

- dispense medicines only in accordance with the Drugs and Cosmetics Act, 1940 and Rules, 1945, including Schedule H/H1 and prescription requirements, and all other applicable laws;
- issue correct tax invoices and meet your own GST and other tax-filing obligations — the Service assists with billing but does not file returns or assume tax liability on your behalf;
- set your own prices, offers and credit terms and remain responsible for your transactions with customers, hospitals and distributors;
- enter accurate data and obtain any consents required from your customers/patients before uploading their personal data or prescriptions (see the Privacy Policy); and
- not misuse the Service — including no unlawful, infringing or fraudulent use, no reverse engineering, no attempts to breach security, and no resale of the Service without our written consent.

7. Your data and content

As between you and us, you own your business data (billing, inventory, customer and transaction records) that you enter into the Service (“Partner Data”). You grant us a limited licence to host, process and transmit Partner Data solely to provide and improve the Service and as described in the Privacy Policy. You can export your data at any time, and we will make it available for export for a reasonable window after termination as described below.



8. Regulatory and professional responsibility

You remain fully and solely responsible for regulatory compliance relating to your pharmacy, including drug licensing, storage, dispensing, record-keeping, pharmacist supervision, pricing controls and tax compliance. We are a technology provider only and do not act as your pharmacist, agent, tax consultant or regulatory representative.

9. Intellectual property

The Service, software, Namma MedMate name, logo and all related intellectual property are owned by the Company or its licensors and are protected by law. Except for the limited right to use the Service under these Terms, no rights are granted to you. You must not copy, modify, distribute or create derivative works from the Service.

10. Third-party services

The Service may integrate with third parties such as payment gateways, messaging providers (e.g. WhatsApp/SMS), hosting providers and distributors. Your use of those services may be subject to their own terms, and we are not responsible for third-party services we do not control.

11. Availability, support and maintenance

We aim to keep the Service available with reasonable reliability but do not guarantee uninterrupted or error-free operation. We may perform scheduled or emergency maintenance and will try to give advance notice of planned downtime. Support is provided through the channels and hours published on our website and at support@nammamedmate.com.

12. Suspension and termination

- You may cancel your subscription at any time as described in the Refund & Cancellation Policy.
- We may suspend or terminate access for non-payment, breach of these Terms, unlawful use, or where required by law or regulators, with notice where reasonably practicable.
- On termination, your right to use the Service ends. We will make your Partner Data available for export for thirty (30) days after termination, after which it may be deleted in line with the Privacy Policy and our legal retention obligations.

13. Warranties and disclaimers

The Service is provided on an “as is” and “as available” basis. To the fullest extent permitted by law, we disclaim all warranties, express or implied, including fitness for a particular purpose and non-infringement. You are responsible for verifying the accuracy of billing, tax computations, inventory and dispensing before relying on them.

14. Limitation of liability

To the fullest extent permitted by law, the Company will not be liable for any indirect, incidental, special or consequential losses, or for loss of profits, goodwill, data or business. Our total aggregate liability arising out of or in connection with the Service will not exceed the subscription fees actually paid by you to us for the Service in the three (3) months immediately preceding the event giving rise to the claim. Nothing limits liability that cannot be limited under applicable law.

15. Indemnity

You agree to indemnify and hold harmless the Company and its officers and employees from claims, losses and expenses arising out of your operation of the pharmacy, your breach of these Terms or



applicable law, your dispensing or tax decisions, or the data and content you upload.

16. Confidentiality

Each party will protect the other's non-public business information disclosed under this agreement and use it only to perform under these Terms, except where disclosure is required by law.

17. Force majeure

Neither party is liable for delays or failures caused by events beyond reasonable control, including acts of God, network or power failures, government action, or public-health emergencies.

18. Changes to these Terms

We may update these Terms from time to time. Material changes will be notified through the Service or by email, and continued use after the effective date constitutes acceptance.

19. Governing law and disputes

These Terms are governed by the laws of India. Subject to any agreed arbitration, the courts at Bengaluru, Karnataka will have exclusive jurisdiction. The parties will first attempt to resolve any dispute amicably; unresolved disputes may be referred to arbitration by a sole arbitrator under the Arbitration and Conciliation Act, 1996, seated at Bengaluru, conducted in English.

20. Grievances and contact

For questions or complaints about these Terms or the Service, contact us at support@nammamedmate.com or +91 80 4567 8900. Grievances under applicable law may be addressed to our Grievance Officer at grievance@nammamedmate.com.

21. Miscellaneous

- These Terms, together with the Privacy Policy and Refund & Cancellation Policy, form the entire agreement between the parties regarding the Service.
- You may not assign these Terms without our consent; we may assign them to an affiliate or successor.
- If any provision is held unenforceable, the remainder continues in effect.
- Our failure to enforce a right is not a waiver of it.

This document is a draft template prepared for the Company's internal use and should be reviewed and approved by qualified legal counsel before publication. It does not constitute legal advice.