

TERMS & CONDITIONS

(for registration as wholesaler / distributor with STC)

1. Ensure good storage of STC / Smatch Products

Once a product has been delivered in good condition to a wholesaler from STC'S warehouses, it is of the responsibility of the wholesaler / distributor to ensure the product is stored and delivered to consumers in good condition. Should there be any complaint related to the product after same has been delivered in good condition to the wholesaler, the latter will be responsible for any return or claims made by the consumers unless proven otherwise.

2. No re-packing or altering with STC / Smatch Products

The wholesaler / distributor is not allowed to carry out any re-packing process or alter with STC / Smatch products unless same has been agreed and communicated by STC.

3. Abide to prices communicated by STC

Prices of STC / Smatch products are regulated by the STC and documented in the Government Gazette of Mauritius (STC being a parastatal body). Some products such as long grain white rice (ration rice) and wheat flour are subsidized products. STC will provide the fix or recommended selling price of the products to the wholesaler. It is therefore important that the wholesaler / distributor practice and communicate the right prices to retailers

4. Updating Business Information

Any changes in key details—such as the authorised person or contact information—must be communicated to the STC desk officer via an official letter or email, with supporting documents where applicable for same to be updated in STC records.

Example: If the authorised person resigns from a company, the company must appoint a new one and notify STC accordingly.

5. Permanent Closure of the Business

- a. The owner (or authorised person) must notify STC of the permanent closure of the business in writing, along with supporting documents such as:
 - Proof of defunct status from the Registrar of Companies
 - An amended Business Registration Number (BRN), if applicable
- b. Upon confirmation, STC will formally deregister the wholesaler / distributor from its system.