

TRINITY AGRI GOODS EXIM (TAGE) - Policies

At TRINITY AGRI GOODS EXIM (TAGE), we are committed to upholding international standards of quality, compliance, and transparency. These policies govern how we operate, protect our partners, and ensure fair and sustainable business practices. By engaging with us or using our website, you agree to these policies.

1. Quality & Food Safety Policy

All products are sourced from certified farmers and processors.

Every batch undergoes strict inspections for freshness, size, purity, and compliance with agreed specifications.

Processing (freeze-drying, dehydration, extraction, packaging) follows Good Manufacturing Practices (GMP) and international food safety standards.

We maintain relevant certifications (e.g., FSSAI, APEDA, Organic, HACCP, ISO where applicable).

No products are shipped without documented quality checks.

2. Sourcing & Traceability Policy

We partner only with trusted farmers and suppliers who meet sustainability and ethical farming standards.

Each consignment is traceable back to its source region (Maharashtra, Gujarat, Uttar Pradesh, Delhi, etc.).

We encourage environmentally responsible farming, fair labor practices, and long-term farmer development.

3. Order, Payment & Pricing Policy

All orders are confirmed in writing through a Proforma Invoice (PI) before payment.

We operate strictly on advance payment terms unless otherwise agreed in writing.

Prices are quoted based on product, Incoterms (FOB, CIF, CFR, EXW), and international market conditions.

Any taxes, duties, or port charges in the buyer's country are the responsibility of the buyer.

4. Shipping & Delivery Policy

Shipments are dispatched as per agreed Incoterms.

Estimated delivery timelines depend on product type, season, and destination.

Packaging is designed to preserve freshness and prevent damage during transit.

Risk and responsibility transfer to the buyer once goods are handed over as per the agreed Incoterms.

5. Claims & Returns Policy

Claims regarding damaged goods, quantity discrepancies, or quality deviations must be made in writing within 7 working days of receipt.

Supporting documents (photos, inspection certificates, port authority notes) must be provided.

Valid claims will be resolved promptly through replacement, partial refund, or mutual settlement.

Returns are not accepted unless pre-approved in writing and agreed upon under specific circumstances.

6. Compliance & Legal Policy

TAGE complies with all relevant Indian and international export regulations.

Buyers are responsible for ensuring import compliance in their respective countries (permits, duties, labeling, etc.).

We do not engage in transactions that violate international trade laws or sanctions.

All contracts are subject to Indian jurisdiction (New Delhi courts) unless mutually agreed otherwise.

7. Privacy & Data Protection Policy

We respect the confidentiality of all business and personal information.

Information shared with us (contracts, trade documents, financial details) will only be used for business purposes.

We do not share data with third parties without consent, except when required by law or government authorities.

Our website may use cookies and analytics tools to improve user experience; users can opt out at any time.

8. Sustainability & Ethical Policy

We are committed to sustainable sourcing, minimizing food waste, and supporting eco-friendly processing methods.

Farmers in our network are encouraged to use responsible practices that reduce environmental impact.

We do not tolerate child labor, exploitation, or unethical farming practices.

9. Limitation of Liability

While we take every precaution to ensure quality and timely delivery, we are not liable for delays or damages caused by:

- Customs clearance, strikes, natural disasters, or unforeseen events beyond our control.

- Buyer's improper storage or handling of products after delivery.

Our liability, if proven, is limited to the value of the goods supplied under the disputed order.

10. Policy Updates

TAGE reserves the right to update these policies from time to time.

Any changes will be published on our official website www.mytage.com.

Continued business engagement after updates constitutes acceptance of revised terms.

11. Code of Conduct & Business Ethics

We follow integrity, fairness, and transparency in all business transactions.

No tolerance for bribery, corruption, or unethical practices.

All stakeholders (farmers, suppliers, buyers, and employees) are expected to respect these principles.

12. Anti-Bribery & Anti-Corruption Policy

We strictly prohibit any form of bribery, kickbacks, or facilitation payments.

Any violation by employees, suppliers, or buyers will result in immediate termination of business.

All partners are expected to comply with international anti-corruption laws (e.g., UK Bribery Act, FCPA).

13. Force Majeure Policy

We are not liable for delays, cancellations, or non-performance due to events beyond our reasonable control, including but not limited to:

- Natural disasters (floods, earthquakes, droughts)
- Political instability, strikes, or port shutdowns
- Global pandemics or government restrictions

In such cases, both parties will mutually agree on revised timelines.

14. Confidentiality & Non-Disclosure Policy

All trade-related information (pricing, buyer contacts, contracts, product specs) is treated as confidential.

Neither party may disclose sensitive information to third parties without prior written consent.

Employees and contractors of TAGE are bound by confidentiality obligations.

15. Intellectual Property Policy

All trademarks, trade names, brand materials, logos, and digital assets of TAGE remain our intellectual property.

Buyers and distributors may not use our name, logo, or marketing materials without written approval.

Unauthorized use will result in legal action.

16. Website Terms of Use

The website www.mytage.com is for informational and trade inquiry purposes only.

Users must not misuse, copy, or distribute content without written consent.

Any attempt to misuse forms, hack systems, or send spam will result in legal action.

17. Export Restriction Policy

TAGE does not export to countries under UN, US, or Indian Government sanctions.

We reserve the right to reject orders if the buyer is linked to restricted activities (illegal reselling, dual-use goods misuse, etc.).

18. Dispute Resolution & Governing Law

All disputes will first be attempted to resolve through negotiation and mediation.

If unresolved, disputes will be settled under the jurisdiction of New Delhi, India, unless otherwise agreed.

Arbitration can be considered under international trade laws.

19. Health & Safety Policy

Processing facilities follow occupational health and safety standards.

Workers are provided with protective gear and fair working conditions.

We comply with labor laws to ensure safe, ethical, and fair operations.

20. Environmental & Climate Responsibility Policy

We are committed to reducing carbon footprint in logistics and processing.

Our packaging is designed to minimize waste and encourage recyclability.

We promote climate-smart agriculture within our farmer network.