Terms of Service

Teamex Retail Limited · Teamex Social Inbox and customer messaging services · Website: https://teamex.in
Effective date: 31-10-2026 · Last updated: 31-10-2026

1. About these Terms

These Terms of Service ("Terms") apply to the Teamex Social Inbox and the related customer messaging and support services (together, the "Services") operated by Teamex Retail Limited ("Teamex", "we", "us", "our"), a company registered in India with its registered office at 421-424, Vishala Supreme, Opposite Torrent Power Station, Sardar Patel Ring Road, Nikol, Ahmedabad, Gujarat - 382350.

By messaging Teamex through any of our channels, or by using the Services as authorised Teamex staff, you agree to these Terms. If you do not agree, please do not use the Services. These Terms are in addition to our Terms & Conditions for the Teamex website and app, and our Privacy Policy, available at https://teamex.in.

2. What the Services are

The Teamex Social Inbox is a workspace where authorised Teamex team members receive and reply to messages that customers, Direct Sellers and prospective members send to Teamex on:

- WhatsApp (WhatsApp Business Platform);
- Instagram (messages and comments on Teamex's Instagram business account);
- Facebook Messenger (messages and comments on Teamex's Facebook Page);
- email and the chat widget on our website and app.

Through these channels we answer questions about Teamex, products, pricing, joining and orders, share order and parcel status after verification, and raise support tickets. Some replies are written by an automated assistant (see Section 7); a Teamex team member can take over a conversation at any time.

3. Who can use the Services

- **Customers and Direct Sellers** must be at least 18 years old and able to enter into a binding contract under Indian law.
- **Teamex staff** may use the Social Inbox only if Teamex has given them an account. Staff accounts are personal and must not be shared.

4. Messaging platforms and their rules

Our messaging channels are provided through Meta Platforms, Inc. and its affiliates ("Meta"). When you message us on WhatsApp, Instagram or Messenger, you are also bound by that platform's own terms and policies, including the WhatsApp Terms of Service, the WhatsApp Business Policy, the Instagram Terms of Use, the Meta Terms of Service and the Meta Platform Terms. Teamex is not responsible for the availability or conduct of those platforms.

- **24-hour reply window.** On WhatsApp, we can send free-form replies only within 24 hours of your last message. After that, we may send only approved message templates, or wait until you write again.

- **Opting out.** You can stop receiving messages at any time by replying STOP, by telling us in the chat, or by blocking our number or page. We will not send you promotional messages after you opt out. We may still reply to messages you send us and send essential service messages about an order or account.
- **Promotional messages.** We send promotional or template messages only where you have agreed to receive them.

5. Acceptable use

When you contact us, or use the Services as staff, you agree not to:

- send unlawful, abusive, threatening, harassing, hateful, obscene or misleading content;
- send spam, malware, links to harmful sites, or repeated unwanted messages;
- pretend to be another person, or give false identity or order details to get account information;
- try to access another person's account, order or personal data, or bypass our identity verification;
- interfere with the Services, test their security without our written permission, or use bots or scrapers on them;
- use the Services for any purpose that breaks Indian law, the direct-selling rules that apply to Teamex, or the terms of the messaging platforms.

Staff must also use customer information only to answer and resolve the customer's request, and must not copy, export or share it for any other purpose.

6. Identity verification

Before we share personal information such as order status, parcel tracking or account details in a chat, we verify that you own the registered mobile number or ID, for example with a one-time password (OTP) sent to that number. Do not share your OTP with anyone. We may decline to share personal details if we cannot verify you.

7. Automated (AI) replies

Some answers are generated by an AI assistant using information Teamex has approved. These replies are for general guidance. The assistant may occasionally be wrong or incomplete, and it does not change Teamex's official policies, prices or terms. If the assistant cannot resolve your question, it will offer to raise a support ticket so that a Teamex team member can follow up with the full conversation. You can ask for a human agent at any time.

8. Your information

We handle the personal information you send us in the Services (such as your name, profile name, phone number, messaging ID, messages, and any attachments) as described in our Privacy Policy: https://teamex.in/assets/images/PdfMaster/17933536296ae4679d37804.pdf. We use it only to respond to you, provide support, process orders, keep records required by law, and keep the Services secure. We do not sell it. You can ask us to delete your data at any time by following our Data Deletion Instructions.

9. Intellectual property

The Teamex name, logo, product names, content and the Services are owned by Teamex Retail Limited or its licensors and are protected by law. You may not copy, modify or reuse them without our written permission, except for personal, non-commercial use of the information we send you. Content you send us remains yours, and you allow us to use it to provide the Services to you.

10. Availability and changes to the Services

We try to keep the Services running, but we do not promise that they will always be available or error-free. Messages can be delayed or fail because of the messaging platforms, networks or maintenance. We may change, suspend or stop any part of the Services at any time.

11. Disclaimer and limit of liability

The Services are provided "as is" and "as available". To the extent allowed by law, Teamex is not liable for indirect or consequential loss, loss of profit or data, or for delays or failures caused by third-party platforms, networks or events outside our reasonable control. Nothing in these Terms limits any right you have under the Consumer Protection Act, 2019, the Consumer Protection (Direct Selling) Rules, 2021, or any other law that cannot be limited by agreement.

12. Suspension and ending

We may block a user, limit a conversation, or withdraw staff access if these Terms are broken, if we suspect fraud or misuse, or if the law requires it. You can stop using the Services at any time by ceasing to message us.

13. Governing law and disputes

These Terms are governed by the laws of India. Subject to any mandatory consumer rights, the courts at Ahmedabad, Gujarat have jurisdiction over any dispute arising from them. We encourage you to contact our Grievance Officer first so that we can try to resolve the matter.

14. Changes to these Terms

We may update these Terms from time to time. The latest version will be available on our website with its updated date. If you keep using the Services after an update, you accept the revised Terms.

15. Contact

Grievance Officer, Teamex Retail Limited
421-424, Vishala Supreme, Opposite Torrent Power Station, Sardar Patel Ring Road, Nikol, Ahmedabad, Gujarat - 382350
Email: grofficer@teamex.in · Phone: +91 8980004749

Customer Care: support@teamex.in · +91 7069121213 (10:00 AM - 6:00 PM on working days)
Nodal - Compliance Officer: nodal@teamex.in · +91 7206667177