



POLICY ON SALE AND DELIVERY OF MEDICINES

Licences and conditions that must be in place before any medicine is sold or delivered through Consult Your Doctor

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1. Position

Consult Your Doctor is a platform for consultations, prescriptions and diagnostic reports. Zebroid Private Limited does not itself sell, store or dispense medicines. If the company, or a partner acting under its name, ever sells or delivers medicines to patients, this policy applies and the conditions below must be met first.

2. Licences to be confirmed

Country	Licences and approvals to confirm
India	Retail or wholesale drug licence under the Drugs and Cosmetics Act and its rules for each premises; a registered pharmacist in charge; compliance with the rules that apply to online sale of medicines (e-pharmacy), which the legal team checks at the time; separate rules for restricted and controlled medicines.
Germany	Operation by a licensed pharmacy, with the permissions required for mail-order or delivery of medicines; rules on prescription-only medicines and on the handling of electronic prescriptions.
Other countries	To be assessed before launch.

3. Conditions

- Only a licensed pharmacy may dispense, and only on a valid prescription that has been verified through its barcode.
- No prescription-only medicine is supplied without a prescription; no controlled or restricted medicine is supplied unless law allows.
- The platform does not promote any particular brand or pharmacy to a doctor, and doctors receive no payment or benefit for prescribing.
- Storage, temperature control, packaging, delivery, returns, recalls and the handling of counterfeit or expired products follow written procedures agreed with the pharmacy.
- Dispensing records are kept for the period required by law, and patient data shared with the pharmacy is limited to what is needed.

4. Decision gate

Before any sale or delivery begins, the legal team confirms in writing that each licence is in force and each condition is met, and the directors approve the launch. Without that approval, the platform shows only the prescription and tells the patient to obtain medicines from a pharmacy of the patient's choice.

5. Licence register

Licence	Number	Holder	Valid until



6. Due diligence on partner pharmacies

Check	Evidence	Done
Licence	Current drug or pharmacy licence for each premises	☐
Responsible pharmacist	Name, qualification and registration	☐
Storage	Temperature control, segregation of prescription and controlled medicines, expiry management	☐
Supply chain	Purchase only from licensed suppliers; records kept	☐
Data protection	Data processing agreement and security review	☐
Complaints and recalls	Written procedure for complaints, recalls and reporting of adverse reactions	☐

7. Prescription verification and dispensing rules

A pharmacy may dispense only after it has verified the prescription's barcode, the doctor's registration number, the patient's name and the validity date, and it must dispense only the medicines, strengths and quantities written. It may not dispense a repeat on a prescription that does not allow one, and it must mark the prescription as dispensed so that it cannot be used again.

8. Delivery standards

Medicines must be delivered in tamper-evident packaging, within the time promised and, where they need to be kept cool, within the correct temperature range. The recipient's identity is checked, and a medicine that needs a signature or an identity check for legal reasons is not left unattended. Delivery partners handle only the delivery information that they need, and never see the patient's medical details.

9. Recalls, counterfeit and unsafe products

If a medicine is recalled, or if there is a suspicion that a product is counterfeit, expired or damaged, the pharmacy must stop supply at once, tell the platform and the authorities as required, identify the affected patients, and the platform informs the doctors and the patients concerned without delay. All such events are recorded under CYD-CLN-03.

10. Pricing, incentives and independence

Prices of medicines are those of the pharmacy and are shown clearly to the patient. Neither the company nor any doctor may receive a commission, discount or benefit from a pharmacy or a manufacturer in return for prescribing or recommending a particular medicine, brand or pharmacy. The patient may always take the prescription to a pharmacy of his or her choice.

11. Roles and responsibilities

Role	Responsibility
Directors	Decide whether and when any sale or delivery of medicines begins
Legal adviser	Confirms licences and the legal route for each country and keeps the register
Medical lead	Sets the clinical rules for what may be supplied through the platform
Partner pharmacy	Holds the licence; dispenses; stores; delivers; reports problems



12. Patient information and consent

A patient who chooses to receive medicines through a partner pharmacy is told who the pharmacy is, what data will be shared, how the medicines will be delivered and what they will cost. The patient's consent is recorded, and the patient may withdraw it at any time and collect the medicines elsewhere.

13. Records and audit

The pharmacy keeps the records of dispensing and delivery that the law requires and makes them available to the company for audit. The medical lead and the legal adviser audit each partner pharmacy once a year and after any serious complaint or incident.

14. Complaints

Complaints about medicines, delivery or service are made to the partner pharmacy and to the platform, and the platform records them and monitors their resolution. A complaint about a possible harm to the patient is treated as an event under CYD-CLN-03.

15. Training of pharmacy staff

Pharmacists and delivery staff who work with the platform are trained on how to verify a prescription, how to handle personal data, how to spot a forged or altered prescription, what to do if a patient shows signs of an emergency and how to report an adverse reaction. Training is repeated every year, and the pharmacy keeps a record that the company may inspect.

16. Prohibited practices

- Dispensing a medicine without a valid prescription where the law requires one.
- Substituting a medicine without the knowledge of the patient and the allowance of the law.
- Using patient data from the platform for marketing or any purpose other than dispensing and delivery.
- Offering gifts, commissions or discounts to doctors, or to staff of the platform, in return for prescriptions or referrals.
- Selling expired, damaged, unlabelled or counterfeit products.

17. Review of this policy

The legal adviser and the medical lead review this policy every year, and before any new country, partner or kind of medicine is added. Any change is approved by the directors.

Approval

This document is approved by the directors of Zebrold Private Limited, the operator of Consult Your Doctor.

Hemendrah Kumar Sadamsetty

Electronically signed | November 5, 2026

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Director, Zebrold Private Limited

Date: November 5, 2026

Indu Reddy Morthala

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