

MehSang Artist & Team Partner Policy

Effective Date: 20-09-2026

Version: 1.0

Applicable To: All MehSang Independent Service Partners, Artists, Team Leaders, Team Managers, and Artist Teams

This Artist & Team Partner Policy ("Policy") sets out the operational standards, responsibilities, payout rules, conduct requirements, booking procedures, and platform rules applicable to artists and teams providing professional mehndi services through **MehSang**.

This Policy should be read together with the applicable **Artist/Service Partner Agreement**. In case of a direct conflict, the executed Artist/Service Partner Agreement will prevail, subject to applicable law.

1. Independent Service Partner Relationship

Artists associated with MehSang operate as **Independent Service Partners** and not as employees of MehSang.

Registration with MehSang does not guarantee any minimum number of bookings, working hours, income, or earnings.

Artists may independently provide services or work with other platforms when they are not fulfilling MehSang obligations. However, MehSang customers, leads, bookings, customer information, or business opportunities must not be diverted outside the MehSang platform.

Artists are generally responsible for their own applicable personal tax and statutory obligations. MehSang may make deductions, reporting, collections, or remittances where required by applicable law.

2. Artist Eligibility & Onboarding To register as a MehSang Artist:

- The applicant must be **18 years of age or above**.
- Aadhaar-based identity verification will be mandatory.
- Each verified Aadhaar identity may be associated with only **one Artist Account**.
- Background/police verification may be required.
- Artists must already possess professional mehndi skills.
- MehSang does not onboard untrained individuals as professional artists.
- Every applicant must pass MehSang's **skill/practical assessment**.
- Portfolio verification is mandatory.
- Artists must successfully complete all applicable verification requirements before activation.
- MehSang does **not currently charge a registration/onboarding fee or security deposit**.

MehSang reserves the right to approve or reject an application based on verification, skill, safety, operational, or quality requirements.

3. MehSang Operational Orientation

Approved artists must complete MehSang's operational orientation before account activation.

Orientation may cover:

- Artist App usage
- Booking procedures
- Customer-service standards
- Pricing and payment rules
- Check-in procedures
- Cancellation and Late Pass systems
- Customer privacy
- Anti-bypass rules
- Uniform and hygiene standards
- Extra guest procedures
- Complaint handling
- Service SOPs

This orientation is operational and does not constitute basic mehndi training.

4. Artist Categories

MehSang currently recognizes two primary artist categories:

Bridal Artist

Artists qualified to perform bridal, heavy, complex, or other services requiring advanced skill.

Senior Artist

Experienced artists qualified to perform other assigned professional mehndi services.

There are currently no additional levels within these categories.

MehSang may require skill reassessment where there are repeated quality concerns, complaints, prolonged inactivity, suspected skill mismatch, or a requested category change.

Following reassessment, MehSang may change an artist's category where justified.

5. Team Structure

Each MehSang team must have:

3 Bridal Artists, and

Any number of Senior Artists, based on team and operational requirements.

MehSang will generally maintain a **base/fixed team structure**.

Each artist may belong to only **one base team at a time**.

MehSang may temporarily reassign artists between teams when reasonably required because of booking demand, emergencies, shortages, simultaneous bookings, availability, or other operational requirements.

Artists may request a permanent base-team change, subject to MehSang approval.

6. Team Leader

Each team will select its own **Team Leader**.

The Team Leader will be responsible for team-level activities including:

- Creating and maintaining the team profile
- Receiving booking assignments
- Accepting/rejecting bookings on behalf of the team
- Coordinating assigned artists
- Managing permitted artist replacements
- Recording extra guests/services
- Booking-level communication with MehSang
- Cash collection where applicable
- Team coordination and operational compliance

The Team Leader may recommend new artists for the team, but no person may join until they successfully complete MehSang's verification and approval process.

Any additional Team Leader incentive/payout may be introduced separately by MehSang.

7. Manager-Based and Freelancer-Based Teams

MehSang may operate two types of team payout arrangements.

Manager-Based Team

For a Manager-Based Team, the applicable **75% Team Pool** is paid to the authorized Team Manager.

The Team Manager is responsible for distributing compensation among artists working under their arrangement.

Freelancer-Based Team

For Freelancer-Based Teams, the applicable Artist Pool is distributed among artists who actually worked on the booking according to the following weighted structure:

Bridal Artist = 2 points

Senior Artist = 1.7 points

The Artist Pool is divided proportionately based on the total points of participating artists.

8. Artist Availability — Working ON/OFF

The Artist App will provide a **Working ON/OFF** availability function.

Working ON

Indicates that the artist is active/available for new booking assignments.

Working OFF

Stops new booking assignments to the artist.

Artists are currently not required to provide a reason when switching Working OFF.

Switching Working OFF **does not cancel or remove responsibility for already accepted/assigned bookings.**

Existing commitments remain valid unless MehSang approves a cancellation, replacement, or reassignment.

9. Booking Assignment

Bookings will initially be assigned through the **MehSang Admin Panel**.

MehSang may introduce automated or algorithmic assignment systems as booking volume increases.

Booking assignment may consider factors including:

- Availability
- Distance
- Team capability
- Required artist categories
- Number of required artists
- Ratings
- Leaderboard position

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- Previous performance
- Existing workload
- Fair booking distribution
- Scheduling conflicts
- Service/package complexity
- Operational requirements

No single factor guarantees assignment.

10. Booking Acceptance & Rejection

The **Team Leader** accepts or rejects an assigned booking on behalf of the team.

Acceptance/rejection time limits may vary depending on how close the booking is to its scheduled service time.

Before accepting, the Team Leader may receive relevant information including:

- Date/time
- Location
- Service/package
- Guest count
- Bridal requirements
- Required artist count/categories
- Expected payout
- Travel requirements
- Relevant customer/service instructions A rejection reason must be provided.

Valid rejections will not automatically negatively affect performance.

Repeated avoidable or unreasonable rejections while the team is Working ON may affect performance or future booking priority.

11. Pricing Authority

MehSang controls official service pricing.

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Artists, Team Leaders, and Team Managers must not independently:

- Increase prices
- Reduce prices
- Negotiate alternative prices
- Offer unauthorized discounts
- Charge unofficial service fees
- Privately negotiate upgrades

Where the customer requests a heavier, more complex, or higher-coverage design than booked, the artist must notify MehSang and the applicable upgrade must be processed through the official booking system.

12. Standard Payout Structure

MehSang's current standard payout structure is:

80% — Applicable Artist/Team Pool

20% — MehSang

MehSang may introduce different payout or commission structures for specific services, packages, locations, campaigns, or future operating models with appropriate prior communication.

Eligible payouts are normally processed **weekly according to MehSang's applicable payout cycle**.

There is currently **no minimum payout threshold**.

13. Travel Expenses

Ordinary travel expenses are included within the applicable artist/team payout.

For normal/local bookings, this includes ordinary:

- Transportation
- Toll charges
- Parking charges

Artists/teams cannot independently charge customers for such expenses unless specifically authorized by MehSang.

Artists are responsible for arranging their own late-night transportation.

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Under the current model, applicable travel and accommodation expenses for destination/outstation bookings are also borne from the team's applicable payout unless MehSang specifies otherwise for a particular booking.

14. Bonuses & Incentives

MehSang may introduce discretionary:

Performance bonuses

Peak-demand incentives

Festival incentives

Leaderboard rewards

- Campaign bonuses
- Recognition programs
- Other partner benefits

Such programs are not guaranteed earnings unless specifically stated in the applicable program terms.

15. Cancellation Free Pass System

MehSang maintains separate cancellation records for individual artists and teams.

Each individual artist and each team receives:

2 Cancellation Free Passes per month.

Unused passes **expire at month-end** and do not carry forward.

A properly handled cancellation may use one Free Pass.

Approved genuine emergencies—such as serious illness/injury, family emergency, accident, genuine safety concerns, unavoidable travel disruption, natural disasters, or other exceptional circumstances approved by MehSang—will normally not consume a Free Pass.

Very late cancellations may still be separately reviewed based on customer impact and circumstances.

After both monthly passes are exhausted, further avoidable cancellations may progressively result in:

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Penalty → performance impact → reduced booking priority → temporary booking restriction/suspension.

Exact consequences may be defined in MehSang's applicable Violation Matrix.

16. No-Show

A no-show is not protected by a Cancellation Free Pass.

Accepting a booking and then failing to attend without proper communication may constitute a serious violation.

Depending on circumstances, MehSang may impose an immediate booking restriction, wallet adjustment, suspension, investigation, or stronger action.

17. Artist Replacement

An assigned artist may be replaced only by another **registered and verified MehSang artist belonging to the same team**.

The Team Leader may make an eligible replacement through the Artist App.

The replacement artist must:

- Be registered and verified
- Be suitable for the required artist category
- Be available
- Have no conflicting booking

Unregistered or unverified substitutes are prohibited.

18. Arrival & Punctuality

Artists/teams should reach the service location **at least 10 minutes before the scheduled starting time**.

Artists must inform MehSang as soon as they reasonably know that they may be late.

MehSang provides:

3 Late Passes per month.

Each Late Pass covers lateness of **up to 10 minutes after the scheduled service time**.

Unused Late Passes expire at month-end and do not carry forward.

Delays exceeding 10 minutes will be reviewed based on:

- Duration
- Reason
- Communication
- Frequency
- Customer impact
- Surrounding circumstances

After all Late Passes are exhausted, repeated avoidable lateness may progressively lead to warnings/penalties, performance impact, reduced booking priority, booking restrictions, or suspension.

19. Customer Check-In

Customer arrival verification will be performed through a **customer OTP**.

The Team Leader will use the customer's OTP to confirm official arrival/check-in.

GPS check-in is not currently mandatory.

MehSang may introduce location-based functionality later with appropriate permissions and privacy safeguards.

20. Service Completion

No separate completion OTP is currently required.

Service completion will be established through MehSang's applicable process involving:

- Customer payment/payment confirmation; and
- Artist/Team Leader service-completion verification.

Artists must not leave the service location before completing assigned work unless authorized by MehSang or required because of a genuine emergency or safety situation.

21. Service Time

MehSang defines the **service starting/reporting time**.

A fixed service completion time is not guaranteed because actual duration may vary based on:

- Design complexity
- Coverage
- Guest requirements
- Customer requests
- Service conditions

22. Uniform & Professional Appearance

Artists must wear the **MehSang branded T-shirt** during MehSang bookings unless MehSang specifically authorizes another dress code.

MehSang will provide the branded T-shirt, and its applicable cost may be recovered from the artist's payout. Artists must maintain:

- Clean and presentable appearance
- Clean hands and nails
- Appropriate personal hygiene
- Clean uniform
- Professional grooming

- No strong/unpleasant odour

23. Mehndi Cones & Materials

MehSang will provide standardized/approved mehndi cones and applicable materials.

Applicable material costs may be deducted from the artist/team payout according to MehSang's approved structure.

Artists must not substitute MehSang-provided materials with personal or unapproved products without authorization.

Teams must carry sufficient materials for the booking plus reasonable backup stock.

Artists must maintain appropriate hand, equipment, and working-surface hygiene.

Where MehSang materials are lost, unnecessarily damaged, wasted, or misused, MehSang may recover reasonable replacement/material costs from the responsible artist/team where appropriate.

24. Design & Service Quality

Artists should follow the customer's selected/reference design as closely as reasonably possible.

Because mehndi is handmade artwork, **exact replication is not guaranteed**.

Meaningful modifications to the selected design should be made with customer approval.

If a requested design materially exceeds the booked complexity or coverage, the applicable upgrade must be handled through MehSang before proceeding.

Artists must provide customers with applicable **MehSang-standardized aftercare guidance** after service.

25. Extra Guests & Additional Services

Both the **customer and Team Leader may add extra guests/members** to an active booking through the applicable system.

The booking quantity and final price will adjust according to MehSang's pricing.

The customer will verify applicable additions when making the final payment.

The payment screen should reflect the original booking, additions, applicable additional charges, and final amount.

If the customer disputes the additional guest count, MehSang may review available evidence and determine the applicable charge.

If a customer refuses to pay applicable additional charges, artists may stop serving remaining additional/unbooked guests and contact MehSang support.

26. Unrecorded Extra Guests & Revenue Leakage

Intentionally providing services to additional guests without recording them in the MehSang booking—particularly where private payment is collected—may constitute a **Critical AntiBypass/Fraud Violation**.

Such conduct may result in immediate restriction/suspension, investigation, recovery of applicable amounts, and further action.

27. Official Customer Payments

Official service payments may be made using **digital or cash payment methods supported by MehSang**.

Artists cannot collect official service payments through unauthorized personal payment channels.

For cash bookings, only the **Team Leader** is authorized to collect the official booking amount on behalf of MehSang.

28. Cash Booking & Wallet Settlement

Where a Team Leader collects cash, the applicable amount due to MehSang will be reflected as an **outstanding/negative wallet balance**.

A team with a negative/outstanding wallet balance will **not receive new booking assignments until the required amount has been settled with MehSang**.

There is currently no fixed settlement deadline; the booking restriction remains until settlement.

29. Tips

Customers may voluntarily provide tips directly to artists.

Artists may retain **100% of genuine voluntary tips**.

Tips may be provided through cash or personal UPI.

However:

- Artists cannot demand tips.
 - Customers cannot be pressured to tip.
 - Tips cannot disguise official service payments.
 - Extra guests, upgrades, or additional services cannot be treated as “tips.”
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30. Customer Bypass & Off-Platform Transactions Artists must not:

- Ask MehSang customers to book privately

- Ask customers to cancel MehSang bookings and pay directly
- Provide personal booking/business contact details for solicitation
- Promote private mehndi services to MehSang customers
- Divert MehSang leads
- Collect unofficial service payments
- Use MehSang customer data for private commercial purposes

If a MehSang-generated customer contacts an artist for a future private booking, the artist must redirect the customer to MehSang.

Applicable restrictions may continue after the artist leaves MehSang for the period stated in the Artist/Service Partner Agreement, subject to applicable law.

31. Serious Anti-Bypass Violations

Deliberately asking customers to cancel/avoid MehSang and pay privately may constitute a **Critical Anti-Bypass Violation**.

MehSang may:

- Restrict/suspend the account
- Investigate the incident
- Recover applicable amounts according to contractual rules
- Permanently remove the responsible artist/team
- Pursue appropriate contractual or legal remedies where justified

Customers may report suspected bypass attempts through MehSang's official channels.

Reports will be investigated and will not automatically establish guilt.

32. Customer Privacy & Data

Customer information may be accessed only where reasonably required to fulfill a MehSang booking.

Artists must not retain or use customer information for unauthorized:

- Personal contact
- Marketing
- Solicitation
- Private bookings
- Data sharing
- Other unrelated purposes

Artists must not publicly expose customer phone numbers, addresses, payment details, private conversations, private event information, or other personal information without authorization.

33. Photography & Social Media

Artists may take photos/videos of their work **only with customer consent**.

Posting service content on an artist's personal portfolio/social media additionally requires compliance with MehSang's applicable approval requirements.

Where approved work is posted, **MehSang must be appropriately tagged/credited**.

With appropriate customer consent, MehSang may use service photos/videos for its website, app, social media, portfolio, advertising, and other promotional purposes.

34. Conduct at Customer Premises

Only personnel officially assigned or approved by MehSang may attend a booking.

Artists cannot bring unauthorized:

- Friends
- Family members
- Assistants
- Unregistered artists
- Other persons

Smoking, consuming alcohol/intoxicants, recreational drug use, or attending a booking under the influence is strictly prohibited.

Artists may accept food/refreshments voluntarily offered by customers but must never demand them.

Personal mobile-phone use should be limited to booking/app requirements, necessary communication, emergencies, and reasonable essential use.

Artists may politely ask customers to provide an **honest MehSang review**, but cannot pressure them, manipulate ratings, or demand a specific rating.

35. Artist Safety

Artists are not required to remain in an environment involving genuine:

- Threats
- Violence
- Harassment

- Abuse
- Serious safety risks

Where reasonably necessary, the team may stop service and leave after informing MehSang as soon as reasonably possible.

A substantiated safety-related departure will not normally consume a Cancellation Free Pass or result in a standard cancellation penalty.

A legitimate safety concern may also justify rejecting an assignment without ordinary performance consequences.

36. Ratings & City Leaderboards

Customers may provide a **1-to-5-star overall team/service rating**.

Individual customer ratings for each artist are not currently required.

MehSang may maintain separate **city/service-area team leaderboards**.

Key leaderboard factors may include:

- Average customer rating
- Number of successfully completed bookings

MehSang may refine the ranking formula as operational data grows and is not required to maintain a permanently fixed public algorithm.

Higher-ranked teams may receive some booking priority, but ranking alone does not guarantee assignments.

37. Internal Artist Performance Records

Even though customers rate the overall team, MehSang may maintain individual artist performance records covering:

- Attendance
- Lateness
- Cancellations
- Complaints
- Policy violations
- Skill assessments
- Operational compliance
- Training/orientation status

These records may be used for quality management, reassessment, category decisions, and disciplinary processes.

38. Performance Rewards

MehSang may periodically provide top-performing teams/artists with:

- Rewards
- Bonuses
- Recognition
- Certificates
- Badges
- Booking benefits
- Other incentives

Such programs are discretionary unless specifically stated otherwise.

39. Customer Complaints

Customers will generally have **7 days after service completion** to raise ordinary service-quality complaints.

Serious matters involving fraud, safety, harassment, privacy, or other exceptional circumstances may be reviewed beyond the ordinary complaint window where appropriate.

Initially, complaints will be handled by the **MehSang Admin/Operations team**. MehSang may later establish a dedicated Complaint/Quality/Resolution function.

40. Complaint Investigation

MehSang may consider reasonably available and lawfully obtained evidence, including:

- Booking records
- Payment records
- Customer statements
- Artist/team statements
- App activity
- OTP/check-in records
- Relevant communications available to MehSang
- Permitted photos/videos

- Operational records

Before a final adverse disciplinary decision, the affected artist/team should normally be given an opportunity to provide their explanation and relevant evidence.

MehSang may temporarily restrict an account while investigating serious fraud, safety, or similar risks.

41. Refund Responsibility

A customer refund will **not automatically create an artist payout deduction**.

Where a refund results from an artist/team-related service failure, any recovery from the responsible artist/team will be determined case-by-case based on evidence, responsibility, severity, customer impact, contractual terms, and applicable limits.

42. Payout Holds

MehSang may temporarily hold the **affected/disputed portion of a payout** while investigating:

- Serious customer complaints
- Suspected fraud
- Payment disputes
- Cash-settlement issues
- Booking irregularities

Unaffected eligible earnings should normally continue through the regular payout process.

Artists/Team Leaders/Managers should report payout discrepancies within **7 days** of the relevant payout/statement becoming available.

43. Internal Appeal

An affected artist/team may submit **one internal appeal/review request** against a disciplinary or complaint decision.

MehSang may review additional relevant information before issuing its final internal decision, without limiting rights available under applicable law.

44. Violation Classification

MehSang may classify violations as:

Minor

Lower-severity operational or SOP failures.

Major

Repeated or significant misconduct, service failure, account sharing, or serious operational violations.

Critical

Potentially including fraud, deliberate customer bypass, theft, serious harassment, serious data misuse, intentional payment concealment, major safety misconduct, or similar serious conduct.

45. Progressive Consequences

Minor violations will generally follow a progressive approach:

Warning → performance impact/applicable consequence → booking restriction/suspension for continued misconduct.

Major violations may result directly in:

- Financial/wallet adjustments where applicable
- Performance impact
- Mandatory corrective action/reassessment
- Booking restrictions
- Temporary suspension

Critical violations may result in **immediate temporary restriction/suspension pending investigation** and permanent removal where established.

Financial penalties should generally be used only for selected violations involving actual loss, misuse, or repeated misconduct.

46. Violation Records

MehSang may retain historical violation records for legitimate audit, safety, dispute, and operational purposes.

The impact of older Minor/Major violations on current performance may reduce over time following sustained good conduct.

Critical violations may be treated differently depending on their nature and severity.

47. Suspension & Reactivation

Reactivation following temporary suspension will be determined case-by-case.

MehSang may require:

- Corrective action
- Skill reassessment

- Re-verification
- Outstanding payment settlement
- Operational review
- Other reasonable requirements before restoring booking access.

48. Artist Account Security

Each verified artist may maintain **one personal MehSang Artist Account**.

Login will use the artist's **registered mobile number and OTP**.

Artists must not:

- Share accounts
- Share authentication OTPs
- Permit impersonation
- Allow another person to perform services using their identity/account

Intentional account sharing will generally constitute a **Major Violation** and may become Critical where fraud, impersonation, or customer safety is involved.

Changes to sensitive payout information such as bank account/UPI details require MehSang verification/approval.

49. Leaving MehSang

Independent Service Partners are not currently subject to a fixed notice period for leaving MehSang.

However, leaving does not automatically cancel:

- Already accepted bookings
- Outstanding wallet balances
- Cash settlements
- Valid payout holds
- Unresolved disputes
- Continuing contractual obligations

For future accepted bookings, the departing artist must either complete the commitment or ensure an eligible registered/verified replacement is properly assigned through the approved process.

50. Final Payout After Exit

Final eligible earnings will be processed after applicable:

- Completed bookings
- Outstanding wallet/cash balances
- Valid adjustments/holds
- Relevant unresolved disputes have been settled, after which the eligible amount will be processed through the applicable payout cycle.

51. MehSang Branding After Exit

Because the applicable cost of the branded T-shirt is recovered from the artist's earnings, the artist may retain it after leaving.

However, former artists must **not use MehSang branding to falsely represent themselves as active or authorized MehSang service partners.**

52. Continuing Obligations After Exit

Applicable obligations relating to:

- Customer confidentiality
- Customer-data protection
- Unauthorized customer solicitation
- Applicable anti-bypass restrictions
- Outstanding financial obligations may survive termination for the period specified in the Artist/Service Partner Agreement, subject to applicable law.

53. Insurance & Partner Benefits

MehSang does not currently guarantee accident, health, travel, or other insurance coverage for Independent Service Partners.

MehSang may introduce optional/group insurance or other partner-benefit programs in the future under separate terms.

54. Loss, Fraud & Serious Misconduct

An artist may be responsible for loss or damage arising from intentional misconduct, theft, fraud, or serious negligence, subject to investigation, evidence, contractual terms, and applicable law.

MehSang may take proportionate disciplinary, recovery, contractual, or legal action where justified.

55. Policy Updates

MehSang may update this Policy as its:

- Services
- Technology
- Business model
- Pricing/payout structures
- Safety requirements
- Operations
- Legal/regulatory obligations evolve.

Routine changes may be communicated through appropriate notices.

Material changes affecting artist rights, payouts, responsibilities, or significant operating rules may require **explicit in-app acceptance** before an artist continues receiving new bookings.

Major policy versions will carry an **effective date/version record**.

56. Governing Law

This Policy will be governed by the **applicable laws of India**.

Any jurisdiction/dispute-resolution provisions will operate according to the Artist/Service Partner Agreement and applicable law. MehSang's registered office is located in **Muradnagar, Ghaziabad, Uttar Pradesh**.

The formal dispute-resolution structure will be finalized in the Artist/Service Partner Agreement.

57. Mandatory Artist Acceptance

Before activation, every artist must digitally acknowledge that they have read, understood, and accepted the applicable:

- Artist Policy
- Artist/Service Partner Agreement
- Payout and wallet rules
- Cancellation Free Pass rules
- Late Pass rules
- Customer privacy requirements
- Anti-bypass requirements
- Service standards
- Conduct requirements
- Applicable MehSang SOPs

An artist should not receive bookings until the required acceptance and verification process has been completed.

Artist Acceptance

By accepting this Policy and continuing as an approved MehSang Independent Service Partner, the artist confirms that they have read and understood the applicable operational rules and agree to comply with them.

Policy Version: 1.0

Effective Date: 20-09-2026

Last Updated: 20-09-2026

Important: This Artist Policy is intended to define MehSang's operational rules. It should not replace the separately executed **Artist/Service Partner Agreement**, Privacy Policy, Terms of Service, or other legally required documents. Before publication and artist onboarding, the final legal/contractual clauses—particularly Aadhaar handling, independent-contractor classification, deductions/penalties, anti-bypass restrictions, liability, taxation, and dispute resolution—should be reviewed by an Indian lawyer/CS/CA as applicable.