



November 7, 2025

National Stock Exchange of India Ltd.

Exchange Plaza, C – 1, Block G
Bandra-Kurla Complex, Bandra (E),
Mumbai-400 051
Symbol: UNIECOM

BSE Limited

Phiroze Jeejeebhoy Towers,
Dalal Street,
Mumbai 400 001
Scrip Code: 544227

Subject: Update under Regulation 30 of SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015 ('SEBI Listing Regulations')

Dear Sir/ Madam,

Greetings from Unicommerce eSolutions Limited.

Pursuant to Regulation 30 of SEBI Listing Regulations, as amended from time to time, we are enclosing herewith the Press Release titled as under:-

Unicommerce launches video-verification solution (VMS), UniCapture

This is for your reference and records and not a disclosure in terms of the requirements of Regulation 30 of SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015.

This information is available on the website of the Company: <https://unicommerce.com/>

You are requested to kindly take the abovementioned on record and oblige.

Thanking you,

For Unicommerce eSolutions Limited

Anil Kumar
Company Secretary
Membership No. F8023

Encl.: as above

Unicommerce launches video-verification solution (VMS), UniCapture



~ Video-based verification automatically records and links timestamped videos with each order during packing & return inspections ~

~ Sellers now have visual, marketplace-acceptable evidence for every shipment and return ~

New Delhi | 7th November 2025:

Unicommerce, India's leading e-commerce enablement SaaS platform, today announced the launch of **UniCapture**, a video-based verification solution (VMS) designed to help D2C brands and e-commerce sellers automatically record and link short, timestamped videos to each order along with the order/transaction ID during packing and return inspections.

The solution is designed to help sellers in handling claims - replacing manual, inconsistent proofing with a seamless, automated process. Sellers no longer have to rely on system logs or assumptions; they now have visual, marketplace-acceptable evidence for every shipment and return.

In India, e-commerce disputes, especially over unverifiable returns, is a major challenge which creates friction between consumers and online sellers. The rapid growth of e-commerce has also

seen an increase in return-related fraud, where fraudulent buyers misuse return policies by sending back incorrect, damaged, or counterfeit goods in place of genuine ones. This issue affects all ecosystem players including marketplaces, third-party sellers and D2C brands, creating a need to navigate a complex legal and regulatory landscape to resolve these disputes.



With a video capture of each packing and return inspection, the brands and sellers have a ready, tech-tool to settle

disputes in an evidence-based and time-efficient manner, thus reducing revenue leakage.

*"We are committed to redefining operational efficiency for modern brands," said **Kapil Makhija, MD & CEO of Unicommerce.** "UniCapture offers a new level of transparency in order fulfillment, enabling brands to build stronger customer trust. While brands are already seeing tangible benefits, from faster claim resolution to stronger marketplace trust, we are excited to continue supporting brands in delivering exceptional customer experiences while driving operational excellence."*

Link to the product video:

[UniCapture - Proof that protects your profits](#)

About Unicommerce

Unicommerce's solutions serve all the key processes of an e-commerce business. Uniware simplifies the backend operations of e-commerce businesses, including inventory management, order processing across multiple channels, warehouse operations, and seamless handling of return inventory. Shipway, a full-stack logistics management platform, offers courier aggregation and shipping automation. Convertway is an AI-enabled marketing automation platform designed to boost conversions and sales.

Unicommerce serves 7100+ clients across India, Southeast Asia, and the Middle East. Some of its marquee clients include FabIndia, Lenskart, Timex, TCNS, Mamaearth, Sugar, Emami, Urban Company, Cello, Symphony, Healthkart, GNC, boAt, Portronics, TMRW, Mensa, Landmark Group and many more. Unicommerce's flagship platform, Uniware, achieved an annualised transaction run rate of over 1 billion order items in Q3 FY25.

Unicommerce's product suite is sector and size-agnostic and designed to meet the business needs of various types and sizes of retail and e-commerce enterprises, both online and offline. Incorporated in 2012, Unicommerce is ISO 27001 (standard for information security management system) & ISO 27701 (standard for data privacy controls) certified. It is listed on the National Stock Exchange of India Limited and BSE Limited.

Company
Unicommerce eSolutions Limited
For any media queries, write to us: pressoffice@unicommerce.com
Company website: www.unicommerce.com

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