

Shopzee Terms of Service

Effective date: [DD Month YYYY] · **Last updated:** [DD Month YYYY]

These Terms of Service ("Terms") are a contract between you and **[Company legal name]** ("Shopzee", "we", "us", "our"). They apply to the Shopzee mobile app, website and related services (the "Service"). Please read them carefully. By creating an account or using the Service you agree to these Terms and to our **[Privacy Policy]** at [\[https://getshopzee.com/privacy\]](https://getshopzee.com/privacy). If you do not agree, do not use the Service.

1. Who can use Shopzee

- You must be **at least 18 years old** and able to enter into a binding contract.
- You must not be barred from using the Service by law, or by us after an earlier violation.
- If you use Shopzee for a business, you promise you have authority to accept these Terms for it.

2. What Shopzee is, and what it is not

Shopzee is an online marketplace that lets people share short videos and photos of items they want to sell, find items near them, follow sellers, and chat.

Shopzee is a platform only. We are not a buyer or seller of the items, and we are not a party to any sale between users. We do not own, inspect, store, ship or guarantee any item. We do not handle payments, deposits or delivery in the app. Users decide the terms of every deal among themselves.

Because of this, we cannot promise that an item is real, legal, safe, as described, or that a user will act honestly. You deal with other users at your own risk and must use your own judgment.

3. Your account

- Give accurate information and keep it up to date. Use your real name or a name you are allowed to use. Do not pretend to be someone else.
- Keep your password secret. You are responsible for everything done through your account. Tell us at once at [\[support@getshopzee.com\]](mailto:support@getshopzee.com) if you think it has been used without your permission.

- One person, one account. Do not sell, rent or transfer your account.
- You can sign in with email and password or with Google. If you use Google, Google's terms apply to that sign-in.

4. Your content

"Content" means everything you post or send: ads, videos, photos, voice notes, descriptions, prices, phone numbers, messages, profile details and reports.

- **You own your content.** Nothing in these Terms takes your ownership away.
- **You give us a license.** To run the Service, you give us a worldwide, non-exclusive, royalty-free license to host, store, copy, process, convert (for example, resize videos and photos), display, and distribute your content in and for the Service, and to show it to other users as you choose. This license ends when you delete the content or your account, except for copies held in backups for a short time, content other users have already received (for example, in a chat), and content we must keep by law.
- **You promise** that you own the content or have every right to post it, that it is accurate, and that it does not break the law or anyone's rights, including privacy and intellectual property rights.
- **Other people's information.** Do not post another person's face, voice, phone number, address or other personal details without their permission.
- **Public ads.** Your ads, profile and phone number on an ad are visible to anyone. Think before you share personal information.

5. Rules for listings and behavior

You must follow the law and these rules. We can remove content and take action on accounts that break them.

Do not post, sell or ask for:

- stolen goods, counterfeit or pirated items, or items that infringe intellectual property;
- weapons, ammunition, explosives, illegal drugs, drug equipment, alcohol or tobacco where the law forbids it, or controlled medicines;
- human or animal trafficking, endangered or protected animals, or animal parts;
- adult or sexual content, sexual services, or anything involving minors in a sexual or unsafe way;

- hate, violent or graphic content, threats, bullying, harassment, or content that promotes self-harm;
- personal data, hacked accounts, identity documents, or surveillance tools used to spy on people;
- fake or misleading ads, bait-and-switch prices, "too good to be true" offers, advance-fee or other scams;
- items or services that are illegal in Pakistan or in the place where the item is.

Do not:

- spam, send unwanted bulk messages, or advertise outside the Service;
- ask users to pay in advance through unsafe methods, or move the deal to a place where it is easier to defraud them;
- create fake accounts, fake likes, followers, or views, or use bots and scrapers;
- interfere with the Service, test its security without permission, or try to access other people's accounts or data;
- upload viruses, or harmful code;
- use the Service to break the law or to harm anyone.

6. Listing and selling items

- Describe the item honestly, with a true price in the stated currency and accurate photos, videos and place.
- You are responsible for your listings, your deals, and for following the laws that apply to you, including consumer, tax and licensing rules.
- You can archive, restore or delete your ads at any time.
- We may refuse, remove, hide or rank down ads, and may change how ads are shown.

7. Buying and meeting safely

- Check items before you pay. Meet in a public place and bring a friend if you can. Do not send money in advance to strangers.
- Be careful with anyone who rushes you, refuses to meet, asks for codes or bank details, or offers a price that seems too good to be true.
- Report suspicious ads or users to us in the app.
- We are not responsible for any loss, injury or damage from a deal or a meeting.

8. Chat, following, blocking and reporting

- You can chat with other users about their ads, follow people, and block people you do not want to hear from. When you block someone, you and they can no longer message or follow each other.
- You can **report** ads, messages and users that break these Terms. We review reports, and aim to review reports of harmful content within [24 hours].
- We do not read your private chats as a matter of course, but we may review them when a report is made, when we need to protect safety, or when the law requires.

9. Our moderation and your account

We have no tolerance for objectionable content or abusive users. If we find content or conduct that breaks these Terms, or that we think may harm others or us, we may:

- remove or limit the content;
- warn, limit, suspend or end your account, with or without notice;
- report illegal activity to the authorities.

If we end your account, you can ask us to review the decision by writing to [support@getshopzee.com]. You can delete your account any time in the app (Settings > Delete account). Deleting your account removes your profile, ads, saves and messages after the recovery period set out in the Privacy Policy. Sections that by their nature should continue (for example 4, 11, 13, 14, 15, 16) continue after your account ends.

10. Ads and third-party services

- The Service shows ads from third parties (for example Google AdMob). We are not responsible for those ads or for what advertisers offer. Ads are marked as ads.
- The Service may link to or work with other services (for example Google sign-in). Their own terms and privacy policies apply, and we do not control them.

11. Our rights

The Service, including its design, software, logos, and name "Shopzee", belongs to us or our licensors and is protected by law. We give you a personal, limited, non-exclusive, non-transferable, revocable license to use the app on your own device for the purposes of

these Terms. You may not copy, modify, sell, reverse engineer or build competing products from it, except as the law allows.

If you send us ideas or feedback, we can use them without any duty to you.

12. Copyright and other rights complaints

If you believe content on Shopzee infringes your copyright, trademark or another right, email [legal@getshopzee.com] with: your name and contact details; the content and where we can find it (a link or the ad's name and seller); what right you hold; a statement that you act in good faith and that the information is accurate; and your signature (typed is fine). We may remove the content and tell the person who posted it. We may end accounts of people who repeatedly infringe the rights of others.

13. Disclaimers

The Service is provided **"as is" and "as available"**. To the fullest extent the law allows, we do not promise that the Service will be uninterrupted, secure or error-free, that content is accurate, or that any item, seller, or buyer is trustworthy. We are not responsible for what users post or do.

Nothing in these Terms removes rights you have under consumer protection laws that cannot be removed by contract.

14. Limit of our liability

To the fullest extent the law allows, we and our officers, employees and partners are not liable for any indirect, incidental, special or consequential damages, or for any loss of profits, data, goodwill or opportunity, or for any loss arising from deals between users, meetings, or user content. Our total liability to you for any claim about the Service is limited to the greater of (a) the amount you paid us for the Service in the 12 months before the claim (if any) or (b) [PKR 10,000 / USD 50].

This does not limit liability that cannot be limited by law, such as for fraud, or for death or personal injury caused by our negligence.

15. You will cover our losses caused by your breach

You agree to defend and compensate us and our team against claims, losses and costs (including reasonable legal fees) that arise from your content, your breach of these Terms or the law, or your dealings with other users, except to the extent we caused them.

16. Governing law and disputes

These Terms are governed by the laws of **[Islamic Republic of Pakistan]**, without regard to its conflict of law rules. If we cannot resolve a dispute informally within 30 days after you write to us at [legal@getshopzee.com], it will be decided in the courts of **[City, Pakistan]**, which both of us accept. If you are a consumer living in another country, you also keep any right to bring a claim in your own country's courts and to rely on the mandatory consumer laws of that country.

17. Extra terms for app stores

- **Apple (iPhone and iPad):** these Terms are between you and us, not Apple. Apple has no duty to give support or maintenance for the app, and is not responsible for any claim about it, including product liability, legal compliance, or intellectual property claims. If the app fails to meet a warranty, you may tell Apple, who may refund the purchase price (if any); otherwise Apple has no warranty duty for the app. Apple and its subsidiaries are third-party beneficiaries of these Terms and may enforce them against you. You promise you are not in a country under a US embargo and not on a US list of banned parties.
- **Google Play (Android):** your use of the app must also follow the Google Play Terms of Service. Google is not a party to these Terms and has no duty for the app.

18. Changes, and general terms

- **Changes.** We may update these Terms or the Service. If a change is important, we will tell you in the app or by email before it starts. By using the Service after the change, you accept it. If you do not accept, you can delete your account.
- **Notices.** We may send notices to the email on your account or show them in the app. You can write to us at the address below.
- **If part is invalid.** If a part of these Terms cannot be enforced, the rest still applies.
- **No waiver.** If we do not enforce a right right away, we have not given it up.

- **Entire agreement.** These Terms and the Privacy Policy are the whole agreement between you and us about the Service.
- **Assignment.** You may not transfer your rights under these Terms. We may transfer ours in a merger, sale or reorganization.

19. Contact

- **[Company legal name]**, [registered address, city, country]
- Support: [support@getshopzee.com]
- Legal and copyright: [legal@getshopzee.com]
- Web: [https://getshopzee.com]