

# CoreTradeGlobal Platform Service Agreement

## 1. Introduction and Scope

This Platform Service Agreement (“Agreement”) is entered into between you (“User”, “you”) and CoreTradeGlobal.com (“CoreTradeGlobal”, “we”, “our”, or “the Platform”).

By accessing or using any CoreTradeGlobal service—including product listings, advertising, communications, or payment tools—you acknowledge that you have read, understood, and agreed to be legally bound by this Agreement and all related policies (including the *Privacy Policy* and *Product Listing Policy*).

This Agreement governs all user activity on the Platform across the United Kingdom, the European Union (EU/EEA), and the United States (US).

## 2. Definitions

- Platform: The CoreTradeGlobal website, mobile application, and related services enabling trade and communication between users.
- User: Any individual or entity that accesses or uses the Platform, including buyers, sellers, or advertisers.
- Services: Any digital tools, APIs, communications systems, or trading functions provided by CoreTradeGlobal.
- Applicable Laws: All relevant international, regional, and national laws, including the UK Data Protection Act 2018, UK GDPR, EU GDPR, Digital Services Act (DSA), U.S. FTC Act, and California CCPA/CPRA.

## 3. Acceptance and Modification of Terms

### 3.1 Acceptance

By using the Platform, you confirm that you have read, understood, and accepted this Agreement and related policies.

### 3.2 Modifications

CoreTradeGlobal may modify this Agreement at any time. Updates become effective upon posting on the Platform. Continued use of the Services after posting constitutes acceptance of the updated version.

### **3.3 Jurisdictional Applicability**

Certain clauses may vary depending on user location to comply with local law (e.g., UK GDPR, EU GDPR, or U.S. CCPA/CPRA).

## **4. Platform Role and Limitations**

### **4.1 Neutral Intermediary**

CoreTradeGlobal is a neutral technology intermediary, not a party to any sales, service, or payment contract between users.

### **4.2 No Guarantee**

We make no guarantees regarding the legality, authenticity, or quality of any product or service listed by users.

### **4.3 Independent Users**

All transactions occur directly between users at their own risk. CoreTradeGlobal does not act as agent, broker, or guarantor.

### **4.4 Data Protection Compliance**

CoreTradeGlobal processes data in accordance with its *Privacy Policy*, compliant with UK GDPR, EU GDPR, and U.S. privacy laws (CCPA/CPRA).

## **5. User Responsibilities and Warranties**

You agree, represent, and warrant that:

5.1 You will use the Platform in good faith and comply with all applicable laws, including consumer protection, trade, and taxation rules.

5.2 You will not post, promote, or sell illegal, unsafe, or infringing products (as detailed in the *Product Listing Policy*).

5.3 All information provided is accurate, lawful, and complete.

5.4 You will obtain and maintain any required licenses, certifications, or permits (e.g., CE, FDA, or UKCA compliance).

5.5 You are solely responsible for payment of any applicable taxes, duties, or levies arising from your activities on the Platform.

## **6. Prohibited Conduct**

Users may not:

- Engage in fraud, deception, or data manipulation.
- Post counterfeit or prohibited listings.
- Use scraping tools or automated bots without authorization.
- Infringe third-party intellectual property rights.
- Use the Platform for spam, phishing, money laundering, or illegal solicitation.

Violation of this clause may result in account suspension, delisting, or permanent termination as per Section 11.

## **7. Fees and Payment Processing**

7.1 Service Fees: CoreTradeGlobal may charge fees for certain services, advertising placements, or transactions. All fees will be disclosed in advance.

7.2 Currency Conversion: Transactions may be processed in multiple currencies; exchange rates are determined by independent providers.

7.3 Tax Responsibility: Users are responsible for all taxes applicable in their jurisdiction (e.g., VAT, sales tax).

7.4 Payment Disputes: CoreTradeGlobal shall not be liable for delays, chargebacks, or gateway errors caused by third parties.

## **8. Intellectual Property Rights**

8.1 Platform Content: All CoreTradeGlobal trademarks, system designs, and content are protected by intellectual property laws.

8.2 User Content: By uploading any content (e.g., listings, reviews, advertisements), you grant CoreTradeGlobal a non-exclusive, royalty-free, worldwide license to use, display, and reproduce such content for operational or promotional purposes.

8.3 IP Complaints: Rights holders may contact [ip@coretradeglobal.com](mailto:ip@coretradeglobal.com) to report infringing content in compliance with the UK Copyright, Designs and Patents Act, EU Copyright Directive, or U.S. DMCA.

## **9. Data Protection and Privacy**

9.1 CoreTradeGlobal processes personal data according to its *Privacy Policy*, aligned with UK GDPR, EU GDPR, and U.S. CCPA/CPRA.

9.2 Users collecting or processing personal data through the Platform must ensure:

- A valid lawful basis (consent or contract);

- No unauthorized transfer or sale of user data;
  - Full respect for data subject rights (access, erasure, portability).
- 9.3 In the event of a data breach, CoreTradeGlobal will notify affected users and relevant authorities (ICO, EU DPA, or U.S. regulators) **within 72 hours**.

## **10. Disclaimer and Limitation of Liability**

10.1 The Platform is provided “as is” and “as available”, without warranties of any kind.

10.2 CoreTradeGlobal shall not be liable for:

- Indirect, incidental, or consequential damages;
- Loss of profits, revenue, or goodwill;
- Actions or omissions of other users.

10.3 Nothing in this Agreement excludes liability for fraud, gross negligence, or intentional misconduct.

10.4 Total liability shall not exceed the greater of £100 GBP or the total service fees paid by the User in the 12 months preceding the claim.

## **11. Suspension and Termination**

CoreTradeGlobal may suspend or terminate any account without liability if:

- The User breaches this Agreement or related policies;
- Fraud, misuse, or infringement is suspected;
- Regulatory or legal obligations require such action.

Termination does not affect accrued rights or obligations.

## **12. Governing Law and Dispute Resolution**

### **12.1 Governing Law**

This Agreement, and any non-contractual obligations arising out of or in connection with it, shall be governed by and construed in accordance with the laws of England and Wales, without regard to its conflict-of-law principles.

All rights and obligations of the parties shall be interpreted and enforced exclusively under English law.

## 12.2 Binding Arbitration

Any dispute, controversy, or claim arising out of or relating to this Agreement, including its existence, validity, interpretation, performance, or termination, shall be finally resolved by binding arbitration under the Rules of the London Court of International Arbitration (LCIA), which are incorporated by reference into this clause.

At CoreTradeGlobal's discretion, arbitration may alternatively be conducted under the Rules of Arbitration of the International Chamber of Commerce (ICC).

- Seat (legal place) of arbitration: London, United Kingdom
- Governing law of arbitration: Laws of England and Wales
- Language: English
- Number of arbitrators: One (1), unless otherwise agreed by the parties
- The arbitral award shall be final and binding on both parties and may be enforced in any court of competent jurisdiction.

Each party shall bear its own legal and administrative costs unless otherwise determined by the arbitral tribunal.

## 12.3 Exclusive Jurisdiction for Non-Arbitrable Matters

To the extent that any matter is determined not to be subject to arbitration under applicable law, the parties agree that such dispute shall fall under the exclusive jurisdiction of the courts of England and Wales.

Users expressly waive any right to initiate or participate in proceedings in any jurisdiction other than the United Kingdom, except for the purpose of enforcing an arbitral award.

## 12.4 Good Faith Negotiation

Before initiating arbitration, the parties shall first attempt to resolve any dispute through **good faith negotiations** within thirty (30) days of written notice of the dispute.

Failure to reach a resolution within that period shall entitle either party to proceed with arbitration as described above.

## 13. Force Majeure

Neither party shall be liable for failure to perform obligations due to events beyond their reasonable control, including natural disasters, war, cyberattacks, or governmental restrictions.

## **14. Miscellaneous**

14.1 Entire Agreement: This Agreement constitutes the entire understanding between the parties and supersedes all prior versions.

14.2 Severability: If any clause is found invalid, the remaining provisions remain in force.

14.3 Assignment: Users may not assign or transfer rights or obligations without CoreTradeGlobal's written consent.

14.4 Language: This Agreement is drafted in English; translations are provided for convenience only.

## **15. Contact Information**

**[info@coretradeglobal.com](mailto:info@coretradeglobal.com)**