

THE BUKU APP

terms & agreements

Terms & Agreements

Effective Date: 21 July 2025

Last Updated: 6 November 2025

Entity: The Buku App LLC (formerly Ecobuku LLC)

Contact: contact@thebukuapp.com

The Buku App LLC (“The Buku App,” “we,” “our,” or “us”) operates The Buku App mobile application and website (collectively, the “Service”).

1. Permitted Use

You may use The Buku App (“Service”) to:

Sell items you own and have the right to sell.

Upload content that follows these Terms (including photos, item descriptions, comments, and messages).

Sell Services you have the right to practice.

Browse, message, and purchase items from other users.

You must:

Create only one account per person and keep your information accurate.

Use the app for lawful, personal, and educational purposes.

Follow your university’s, local, and federal laws.

2. Prohibited Use

You may not use The Buku App to:

Break the law or violate university or local policies.

Sell restricted or prohibited items (see our Prohibited Items List).

Post false, misleading, plagiarized, or harmful content.

Use another user’s content or data without consent.

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Circumvent, hack, or disrupt our services.

Post private, defamatory, or offensive material.

Sell items you don't physically own (no "dropshipping" unless you designed the product).

Spam, harass, threaten, or impersonate others.

Coordinate prices or engage in deceptive selling.

Create multiple or fake accounts.

Transfer, sell, or share your account access.

Violations may result in suspension, removal of listings, or legal action, and we may contact law enforcement if necessary.

3. Payments and Transactions

All payments must go through Stripe, our secure payment processor.

Sellers must connect a verified Stripe account to receive funds.

Buyers must complete purchases in-app. Off-app payments (e.g., Venmo, Cash App, cash) are not allowed.

The Buku App may hold funds temporarily for fraud review or compliance.

All disputes and refunds are handled through Stripe's policies.

4. Shipping and Pickup

Communicate effectively using our real-time messaging system with the transaction party promptly to schedule and meet with the transaction party on campus.

The Buku App is not responsible for items lost or damaged but may assist in resolving disputes.

Always meet in public, well-lit locations on campus.

5. Fees and Taxes

Sellers: 11% seller fee to support app maintenance and security.

Buyers: No buyer fee aside from valuation of item or service being purchased.

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Taxes: Users are responsible for their own sales or income taxes.

Fee updates will be posted in advance.

If a refund is processed, we'll refund any applicable service fees.

6. User Content

You own the content you post (photos, listings, messages, etc.)

You agree that your content:

- Does not infringe on others' intellectual property.

- Is truthful, respectful, and safe for all users.

- We may remove or restrict any content that violates these Terms or harms the community.

- Deleted content may remain visible in cached or shared formats temporarily.

7. Reporting Violations

If you believe another user or listing violates your rights or our Terms, email contact@thebukuapp.com with details and any supporting evidence. We'll review and take appropriate action as soon as possible.

8. Account Termination

You may close your account anytime in the app or by contacting us.

We may suspend or terminate your account if you:

- Violate these Terms or laws.

- Engage in fraud, harassment, or off-app payments.

- Repeatedly receive verified complaints.

After account closure, some data may be retained for legal, financial, or security reasons as permitted by law.

9. Our Responsibilities and Limitations

We strive to make The Buku App safe, reliable, and accessible. However:

- The Buku App is provided "as is."

- We can't guarantee uninterrupted service or perfect operation.

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We are not liable for user conduct, off-app transactions, or damages caused by misuse or external technical issues.

Nothing in these Terms limits liability for fraud, gross negligence, or where exclusion would be unlawful.

10. Prohibited & Restricted Items

To keep The Buku App safe and legal, you must not list, sell, or offer any of the following items on the Service. This list is illustrative, not exhaustive. Local, state, or federal law may prohibit other items as well.

Illegal drugs & related items

Controlled substances and unlawful drugs (for example: heroin, cocaine, MDMA, methamphetamine, LSD, non-prescription opioids).

Marijuana or cannabis products where sale or transfer is illegal in the buyer's or seller's jurisdiction.

Drug paraphernalia and devices intended for illegal drug use.

Alcohol & tobacco

Sale of alcoholic beverages through the app is prohibited.

Tobacco, vaping devices, nicotine pods, and related products are prohibited.

Weapons & hazardous items

Firearms, ammunition, firearm parts, silencers, explosives, grenades, or any explosive devices.

Illegal or restricted weapons (switchblades, brass knuckles, tasers, stun guns where prohibited).

Hazardous chemicals, toxic substances, radioactive materials, and items intended to cause bodily harm.

Prescription & medical items

Prescription medications or controlled medical substances (including sale or transfer of prescription-only drugs).

Certain medical equipment when its sale is restricted by law.

Stolen, counterfeit & infringing goods

Stolen property or items you do not own.

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Counterfeit goods, unauthorized replicas, and items that infringe intellectual property or trademark rights.

Wildlife & protected items

Endangered animal products (e.g., ivory, certain furs, items made from protected species).

Live animals or plants where sale is regulated or restricted.

Sexual & exploitative content

Child sexual abuse material or any sexual content involving minors (zero tolerance, will be reported).

Sexually explicit content or services that violate local law or platform guidelines.

Illicit services & documents

Documents or services intended to facilitate identity fraud (fake IDs), illicit activities, or evasion of law enforcement.

Gambling services, betting operations, or transactions that are unlawful in the buyer's or seller's jurisdiction.

Other

Any items or services illegal in the buyer's or seller's location.

Items that require professional licensing to sell unless you provide proof of authorization.

Any services or items which are age restricted above the age of 16+

Any services or items which invite users to an age restricted location such

Age-restricted items

If an item is legal but age-restricted (for example, certain tools, chemicals, or materials), you must clearly mark the listing and only sell to buyers who can legally purchase in their jurisdiction. We may require proof of age or identity before permitting such sales. If an Age-Restricted item is not academically related, we reserve the right to take down your listing at our discretion. Examples of Age-Restricted listings would relate to 21+ bars, clubs, lounges, or other spaces within the genre of nightlife.

Enforcement

We will remove listings that violate this policy. Violations may result in listing removal, account suspension or

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termination, withholding of funds, and reporting to law enforcement or regulators. If you're unsure whether an item is allowed, do not list it. Contact contact@thebukuapp.com for guidance.

11. Privacy and Data

We value your privacy and handle your data in accordance with our Privacy Policy.

We only collect what's needed to operate and improve the app.

You can contact us at any time to access, correct, or delete your data.

12. Updates to These Terms

We may modify these Terms occasionally to reflect new features, policies, or legal requirements.

Significant updates will be communicated by email or in-app.

Continued use of The Buku App after changes means you accept the revised Terms.

13. Contact Us

If you have any questions about these Terms, payments, or disputes, please contact us:

contact@thebukuapp.com

The Buku App LLC