

Checkout Agreement

For E-Commerce Platform

Effective Date: [From sign up or date of checkout]

Parties:

1. **E-Commerce Platform Host:** [Carybin Limited]
2. **Customers:** End-users of the platform
3. **Vendors:** Tailors, Fabric Vendors, Logistics Vendors

1. Purpose

This agreement defines the terms and conditions governing the checkout process on the e-commerce platform, including payment, order confirmation, refunds, and dispute resolution.

2. Checkout Process

2.1 Order Placement

- Customers can place orders by selecting fabrics and styles providing necessary details such as selection of fabrics, selection of tailor, measurements for tailor, and proceeding to checkout.
- Customers are responsible for ensuring the accuracy of their order details before confirming payment.

2.2 Payment Processing

- The platform supports multiple payment methods, including credit/debit cards, digital wallets, and bank transfers.
- Payment processing is handled by secure, third-party payment gateways.
- Customers will receive a payment confirmation email within **5 minutes** of successful payment.

2.3 Order Confirmation

- Once payment is confirmed, customers will receive an order confirmation email with the following details:
 - Order number.
 - Product/service details.
 - Expected delivery timeline.

3.2 Refunds and Return Policy

- Check our refund and return policy (*@greenmouse place a hyperlink to the refund and return policy*)
- Refunds will be issued to the original payment method used during checkout.

4. Responsibilities

4.1 E-Commerce Platform Host

- Ensure a secure and seamless checkout process.
- Provide customer support for checkout-related issues.
- Facilitate refunds and returns as per this agreement.

4.2 Customers

- Provide accurate order details and payment information.
- Adhere to the platform's refund and return policies.
- Notify the platform immediately in case of payment or order issues.

4.3 Vendors

- Fulfil orders as per the agreed timelines and quality standards.
- Communicate any delays or issues to the platform and customers promptly.
- Process returns and refunds as per the platform's policies.

5. Dispute Resolution

5.1 Payment Disputes

- Payment disputes (e.g., unauthorized transactions) must be reported to the platform within **48 hours** of the transaction by sending an email to accounts@carybin.com
- The platform will investigate and resolve disputes within **7 business days**.

5.2 Order Disputes

- Check our terms and conditions for Dispute Resolution (*@greenmouse place a hyperlink to the refund and return policy*)
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6. Limitation of Liability

- The platform is not liable for:
 - Delays caused by third-party payment gateways or logistics providers.
 - Errors in order details provided by customers.

- Vendor-related issues (e.g., quality, delays).

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8. Governing Law

- This agreement is governed by the laws of the Federal Republic of Nigeria.

9. Acceptance

By using the platform's checkout process, customers and vendors agree to the terms and conditions outlined in this agreement.

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