

PEERSHIP - TERMS AND CONDITIONS

Last Updated: March 1, 2025

1. INTRODUCTION

Welcome to Peership ("we," "us," or "our"), a peer-to-peer delivery platform that connects users who need items delivered ("Senders") with verified users who can deliver those items ("Delivery Partners").

These Terms and Conditions ("Terms") govern your access to and use of the Peership website, mobile application, and services (collectively, the "Service"). By accessing or using our Service, you agree to be bound by these Terms. If you disagree with any part of these Terms, you may not access the Service.

2. ELIGIBILITY AND ACCOUNT REGISTRATION

2.1 Eligibility

To use our Service, you must be at least 18 years old and capable of forming a legally binding contract. By using the Service, you represent and warrant that you meet these requirements.

2.2 Account Registration

To become a user on Peership, you must:

- Create an account with accurate, complete, and updated information
- Choose a password that you will keep secure
- Not share your account credentials with others

2.3 Verification Process

To become a Delivery Partner, you must complete our verification process, which includes:

- Providing valid government-issued identification
- Submitting to background checks where applicable
- Providing any additional information requested for verification purposes

We reserve the right to deny or revoke verification status at our discretion.

3. SERVICE DESCRIPTION

3.1 Peer-to-Peer Delivery

Peership facilitates peer-to-peer delivery services between Senders and Delivery Partners. We do not provide delivery services directly but serve as a platform connecting users.

3.2 User Relationships

Senders and Delivery Partners enter into direct agreements for delivery services. Peership is not a party to these agreements but facilitates the transaction, payment processing, and communication.

3.3 No Employment Relationship

Delivery Partners are independent contractors and not employees of Peership. We do not control the manner or means by which Delivery Partners perform deliveries.

4. SENDER RESPONSIBILITIES

4.1 Accurate Information

Senders must provide accurate and complete information about:

- Item descriptions
- Pickup and delivery locations
- Delivery timeframes
- Special handling instructions

4.2 Prohibited Items

Senders may not request delivery of:

- Illegal items
- Dangerous or hazardous materials
- Firearms, weapons, or ammunition
- Controlled substances

- Perishable items without proper disclosure
- Items that violate third-party rights
- Items exceeding weight or dimension limitations set by Peership

4.3 Package Preparation

Senders are responsible for proper packaging to prevent damage during transit.

4.4 Item Value Declaration

Senders must declare the accurate value of items being delivered. Peership's liability is limited to the declared value.

5. DELIVERY PARTNER RESPONSIBILITIES

5.1 Service Standards

Delivery Partners must:

- Complete deliveries in a timely manner according to agreed timeframes
- Handle items with reasonable care
- Follow Sender instructions for delivery
- Communicate promptly regarding delivery status
- Obtain proof of delivery when required

5.2 Compliance with Laws

Delivery Partners must comply with all applicable laws and regulations while performing deliveries, including:

- Traffic laws
- Transportation regulations
- Health and safety requirements

5.3 Insurance and Liability

Delivery Partners acknowledge they are responsible for:

- Their own insurance coverage
- Damage to items in their possession
- Any accidents or incidents that occur during delivery

6. PAYMENT TERMS

6.1 Fee Structure

- Senders pay delivery fees as displayed before confirming a delivery request
- Peership retains a service fee from each transaction
- Delivery Partners receive the remaining amount after Peership's service fee

6.2 Payment Processing

- All payments are processed through Peership's platform
- Direct payments between Senders and Delivery Partners are prohibited

6.3 Wallet and Withdrawals

- Payments to Delivery Partners are deposited into their Peership wallet
- Delivery Partners may withdraw funds according to our withdrawal policies
- Withdrawal methods and timelines are subject to change

6.4 Taxes

- Delivery Partners are responsible for reporting and paying all applicable taxes
- Peership may provide tax documentation where required by law
- Peership is not responsible for tax withholding for Delivery Partners

7. CANCELLATIONS AND DISPUTES

7.1 Cancellation Policy

- Senders may cancel deliveries subject to our cancellation policy
- Cancellation fees may apply depending on timing and circumstances
- Delivery Partners may cancel accepted deliveries only in limited circumstances

7.2 Dispute Resolution

- Disputes between Senders and Delivery Partners will be resolved according to our dispute resolution policy
- Peership acts as a mediator but reserves the right to make final decisions
- Users agree to cooperate fully in the dispute resolution process

7.3 Refunds

- Refunds may be issued in accordance with our refund policy
- Peership reserves the right to determine refund eligibility
- Processing time for refunds depends on payment method

8. RATING AND FEEDBACK SYSTEM

8.1 Ratings

- Senders and Delivery Partners may rate each other after completed transactions
- Ratings must be honest and based on actual experience
- Fraudulent ratings are prohibited and may result in account termination

8.2 Feedback

- Users may provide written feedback about their experience
- Feedback must comply with our Community Guidelines
- Peership reserves the right to remove inappropriate feedback

9. PLATFORM RULES AND PROHIBITIONS

9.1 General Prohibitions

Users must not:

- Use the Service for any illegal purpose
- Circumvent the Peership platform for transactions
- Harass or abuse other users
- Submit false information
- Create multiple accounts
- Access the Service through automated means without permission

9.2 Intellectual Property

Users must not infringe on Peership's or third-party intellectual property rights.

9.3 Privacy and Data

Users must respect the privacy of other users and not misuse personal information.

10. LIABILITY AND LIMITATIONS

10.1 Insurance Coverage

- Peership may provide limited insurance coverage for items in transit
- Coverage is subject to limitations and exclusions detailed in our Insurance Policy
- Declared value affects maximum coverage amount

10.2 Limitation of Liability

- Peership's liability is limited to the lesser of: (i) the declared value of the item, or (ii) the maximum coverage amount specified in our Insurance Policy
- Peership is not liable for consequential, incidental, or punitive damages

10.3 Indemnification

Users agree to indemnify and hold harmless Peership from claims arising from:

- User's breach of these Terms
- User's violation of applicable laws
- Content submitted by users
- Interactions between users

11. TERMINATION AND SUSPENSION

11.1 Account Termination by Users

Users may terminate their accounts at any time by following the termination procedures on our platform.

11.2 Suspension or Termination by Peership

Peership reserves the right to suspend or terminate accounts for:

- Violation of these Terms
- Fraudulent activity
- Inappropriate behavior
- Prolonged inactivity
- Any other reason at Peership's discretion

11.3 Effect of Termination

Upon termination:

- User access to the Service will be revoked
- Pending transactions may be completed or cancelled
- Peership may retain user information as required by law

12. CHANGES TO TERMS

Peership reserves the right to modify these Terms at any time. We will provide notice of significant changes through:

- Email notifications
- In-app notifications
- Website announcements

Continued use of the Service after changes constitutes acceptance of the modified Terms.

13. PRIVACY POLICY

Our Privacy Policy, available at [website URL], is incorporated into these Terms by reference.

14. GOVERNING LAW AND JURISDICTION

These Terms shall be governed by and construed in accordance with the laws of [Your Jurisdiction], without regard to its conflict of law provisions.

15. DISPUTE RESOLUTION

15.1 Informal Resolution

Users agree to attempt to resolve disputes informally by contacting Peership customer support.

15.2 Arbitration

If informal resolution is unsuccessful, disputes shall be resolved through binding arbitration in accordance with the rules of [Arbitration Association] in [Jurisdiction].

15.3 Class Action Waiver

Users waive any right to participate in class actions or class arbitrations.

16. MISCELLANEOUS

16.1 Entire Agreement

These Terms constitute the entire agreement between users and Peership regarding the Service.

16.2 Severability

If any provision of these Terms is found to be unenforceable, the remaining provisions will remain in effect.

16.3 No Waiver

Peership's failure to enforce any right or provision of these Terms will not be considered a waiver.

16.4 Assignment

Peership may assign its rights and obligations under these Terms. Users may not assign their rights without Peership's written consent.

16.5 Contact Information

For questions about these Terms, please contact us at:

- Email: [contact email]
- Address: [physical address]

By using the Peership Service, you acknowledge that you have read, understood, and agree to be bound by these Terms and Conditions.