

Aqua Hub - User Terms and Conditions

Effective Date: [14-10-2024]

Welcome to Aqua Hub! These terms apply to individuals who browse and purchase products on the Aqua Hub platform.

1. Account Registration

- Users must create an account to make purchases. During registration, you must provide accurate and complete information including your name, email address, contact number, and a secure password.
- You are responsible for maintaining the confidentiality of your account login details and are liable for all activities conducted under your account.
- Aqua Hub reserves the right to suspend or terminate accounts that provide false or incomplete information.

2. Purchases and Payments

- By placing an order, you agree to the pricing and product details specified on Aqua Hub.
- All payments must be made through our secure payment gateway. Aqua Hub does not store any payment information such as credit card details.
- Orders cannot be canceled once they have been confirmed, unless the product is out of stock or an unforeseen issue arises.

3. Delivery and Shipping

- Aqua Hub provides estimated delivery times for each product. Actual delivery times may vary based on the seller's location and courier services.
- A notification will be sent once the product has been dispatched. Users are encouraged to track their orders using the provided information.
- Aqua Hub offers an **open-box delivery** option where you can inspect your product upon delivery.

4. Returns and Refunds

- You are entitled to request a return or refund within 7 days of receiving the product if it arrives damaged or not as described.
- Refund requests must follow Aqua Hub's **Return Policy**, and products must be returned in their original packaging.
- Once a return is approved, refunds will be processed within 7 business days to the original payment method.

5. User Obligations

- You agree not to misuse the platform for fraudulent activities, including but not limited to false reviews, misuse of promotional offers, or payment fraud.
- You are responsible for ensuring that the products you purchase comply with all applicable laws, including wildlife protection laws if purchasing live fish.

6. Limitation of Liability

- Aqua Hub is a marketplace and does not guarantee the accuracy of product descriptions provided by Sellers.
- Aqua Hub is not liable for any indirect, consequential, or incidental damages arising from your use of the platform.

7. Termination of Account

- Aqua Hub reserves the right to terminate or suspend your account at any time if you violate these terms or engage in unlawful activities.