

Aqua Hub - Seller Terms and Conditions

Effective Date: [14-10-2024]

These terms apply to individuals and businesses that register as Sellers on the Aqua Hub platform.

1. Seller Account Registration

- Sellers must provide accurate business details during registration, including the shop name, contact number, email address, business licenses (if applicable), and any other relevant documentation.
- Seller accounts are subject to approval by Aqua Hub Admin. The approval process may include a review of business legitimacy.
- Sellers are responsible for maintaining up-to-date information, including inventory levels, product pricing, and shipping details.

2. Product Listings

- Sellers are required to provide accurate descriptions, high-quality images, pricing, stock availability, and care instructions (especially for live fish).
- The sale of illegal, prohibited, or endangered species is strictly forbidden. Aqua Hub reserves the right to remove listings that violate this rule.
- Sellers must ensure compliance with local and international laws regarding the sale of live animals and related products.

3. Order Fulfillment and Shipping

- Sellers must process and ship orders within the time frame specified during the listing process. In the event of delays, sellers must promptly inform the customer.
- All shipping costs are borne by the Seller unless otherwise specified in the listing.
- Aqua Hub encourages the use of **open-box delivery** for live animals to ensure customer satisfaction and product health upon arrival.

4. Returns and Refunds

- Sellers must honor Aqua Hub's **Return Policy**. If a customer requests a return due to damaged or defective products, the seller is responsible for processing the return and issuing a refund.
- Refunds must be issued within 7 business days after Aqua Hub confirms the return of the product.
- Sellers are responsible for return shipping costs if the return is due to a fault on the seller's end (e.g., incorrect product, damaged goods).

5. Commissions and Fees

- Aqua Hub charges a commission on each successful sale made through the platform. The commission rate is outlined in the Seller Agreement.
- Commission fees will be automatically deducted from each payment, and sellers will receive the remaining balance within 7 business days.

6. Seller Obligations

- Sellers must not engage in fraudulent or unethical business practices. This includes misrepresenting products, listing incorrect prices, or manipulating customer reviews.
- Sellers must ensure that all products comply with local and international regulations, including health and safety standards for live animals.
- Sellers must maintain sufficient inventory to fulfill orders and promptly update listings when products are out of stock.

7. Seller Removal and Termination

- Aqua Hub reserves the right to suspend or terminate seller accounts if they violate these terms, provide misleading product information, or engage in illegal activities.
- Sellers will be notified of the reasons for suspension or termination and will have the opportunity to appeal or resolve any issues.

8. Limitation of Liability

- Aqua Hub is not responsible for any direct, indirect, or incidental damages arising from the Seller's business operations or the use of the platform.
- Sellers are solely responsible for the accuracy of their listings, the quality of their products, and compliance with applicable laws.

9. Intellectual Property

- Sellers must not use any intellectual property (images, descriptions, brand names) without appropriate rights. Aqua Hub reserves the right to remove any content that infringes intellectual property rights.