

# Wallet & Escrow Terms

## 1. Nature of Wallet Credits

“ Wallet Credits ” on [Your Platform Name] are prepaid credits that users load by making a payment to our registered Merchant Account (e.g., Easypaisa, JazzCash, Bank Transfer).

Wallet Credits are not a bank deposit, savings account, or electronic money. They represent only the right to use funds within our platform for transactions and services.

## 2. Escrow Service

[Your Platform Name] provides an escrow service to increase trust between Buyers and Sellers.

When a Buyer places an order, the relevant Wallet Credits are moved into Escrow. These funds remain the property of the Buyer until released under the rules below.

Escrow funds are temporarily held by [Your Platform Name] as a neutral third party.

## 3. Release of Escrow Funds

Escrow funds are released to the Seller when the Buyer confirms order acceptance or after a defined timeout if no dispute is raised.

If the Buyer rejects the order, Escrow funds are returned to the Buyer ' s Wallet Credits.

Platform fees (if any) are deducted only at the time of Escrow release.

## 4. Withdrawal by Sellers

When Escrow funds are released, they become part of the Seller ' s Wallet Credits.

Sellers may request withdrawal to an external account (Easypaisa, JazzCash, or Bank).

Withdrawals are executed by [Your Platform Name] as a settlement of services provided.

## 5. Legal Position of Wallet Credits

Wallet Credits are a prepaid service credit, not redeemable for cash except via Seller withdrawal requests.

[Your Platform Name] is not a bank or EMI (Electronic Money Institution) under SBP regulations.

All payments made to load Wallet Credits are legally considered payments to [Your Platform Name] for provision of escrow/payment facilitation services.

## 6. Liability & Disputes

[Your Platform Name] is not responsible for product quality, delivery failures, or Seller misconduct beyond the release/refund mechanism of Escrow.

Buyers and Sellers agree that Escrow decisions made according to the platform rules are final, except where manual override is required by Admin for fraud or system error.

# Privacy Policy

## 1. Information We Collect

Personal Information (Name, phone number, email, CNIC for Seller KYC).

Transaction Information (top-ups, escrow transactions, withdrawals).

Technical Information (device, browser, IP, logs).

## 2. How We Use Your Information

Facilitate wallet top-ups via Easypaisa, JazzCash, or Bank.

Operate escrow service (lock, release, refund).

Process withdrawals for Sellers.

Fraud prevention, security improvement, and compliance with regulations.

## 3. Data Sharing

We do not sell or rent your personal data.

Data may be shared with payment partners only to process transactions.

Data may be disclosed to regulators or law enforcement if legally required.

## 4. Data Security

Sensitive information is stored with industry-standard encryption.

Access to financial/personal data is restricted.

Ledger transactions are immutable and logged.

## 5. User Rights

Request copy of stored data, correction, deletion (where lawful).

Opt out of marketing.

## 6. Data Retention

Transaction/ledger records retained for 7 years.

Personal data kept as long as needed for services.

# Disclaimer

## 1. Nature of Service

[Your Platform Name] is not a bank, financial institution, or EMI.

Payments are for escrow/payment facilitation services.

## 2. Wallet Credits

Wallet Credits are prepaid service credits usable only within the platform.

They are not deposits or electronic money.

## 3. Escrow Function

Funds in Escrow remain Buyer ' s property until release.

Our role is limited to holding, releasing, or refunding Escrow funds.

## 4. Withdrawals

Sellers may withdraw credits to Easypaisa, JazzCash, or Bank.

Processing time depends on payment channels.

## 5. Liability

[Your Platform Name] is not responsible for product quality, shipping delays, or fraud beyond escrow handling.

## 6. Regulatory Compliance

We are not currently licensed as EMI/PSP under SBP regulations.

All funds are collected as service fees and disbursed under escrow rules.

# Buyer Protection Policy

## 1. Purpose of Buyer Protection

Payments are securely held in Escrow until order acceptance.

Refund available for non-delivery, wrong item, or damaged goods.

## 2. What is Covered

Escrow-funded orders placed with platform Sellers.

Valid rejections within allowed timeframe (e.g., 48h).

## 3. What is Not Covered

Preference changes, non-covered digital goods, off-platform orders.

## 4. Refund Process

Buyer rejects, provides reason/evidence.

Funds returned to Buyer Wallet Credits.

## 5. Automatic Release

If no Buyer action in 48h, funds released to Seller.

#### 6. Platform 's Role

Neutral facilitator; no guarantee of product quality.

#### 7. Liability Limitations

Refund limited to Escrowed Amount only.

## Seller Protection Policy

#### 1. Purpose of Seller Protection

Assures Sellers of payment once shipment obligations are met.

#### 2. What is Covered

Escrow funded before shipment.

Seller provides shipment proof (tracking/courier slip).

Automatic release if Buyer inactive.

#### 3. What is Not Covered

Unfunded shipments, wrong/fake items, unverifiable deliveries.

#### 4. Automatic Release

Funds released to Seller after 48h Buyer inactivity.

#### 5. Process for Receiving Funds

Order funded    Seller ships    Buyer accepts or auto-release    Funds credited to Seller Wallet  
Withdrawals allowed.

#### 6. Platform 's Role

Neutral party ensuring escrow guarantee.

#### 7. Dispute Handling

Buyer rejection    Refund.

Seller may escalate if fraudulent    Admin review.

#### 8. Liability Limitations

Covers only Escrowed Amount.

No liability for courier delays or product issues.