

WONDAMART GH – TERMS & CONDITIONS

(*Trading Name of Sterling Wondamart Enterprise*)

Last Updated: 28th November, 2025

These Terms and Conditions (“Terms”) govern the services provided by Wondamart GH, operated under Sterling Wondamart Enterprise. By registering as an agent or using our platform, you agree to these Terms.

DEFINITIONS

“Agent” means an individual or business registered with Wondamart GH to purchase and resell data bundles.

“Platform” means the Wondamart GH website, API, and any related services.

“Order” means a request placed by an Agent to purchase data bundles for a specified phone number.

“Wallet” means the prepaid account maintained by an Agent on the Platform.

“Network Provider” means any third-party telecom or service provider used to deliver data bundles.

“Delivery” means the completion of a transaction resulting in the recipient number receiving the purchased data bundle.

1. AGENT REGISTRATION

1.1. All agents must pay a non-refundable registration fee of GHS 20.

1.2. Registration activates agent access, discounted wholesale prices, and eligibility to earn commissions.

1.3. Agents must provide accurate identity and contact details during registration.

Wondamart GH reserves the right to verify information and refuse registration.

2. PAYMENTS BEFORE ORDERS

2.1. Wondamart GH operates strictly on a prepaid model.

2.2. Agents must fund their Wallet or make full payment before placing any Order.

2.3. No Order will be processed without full payment confirmation.

2.4. All completed transactions are final and irreversible, except as set out in a limited Refund Policy below.

3. DATA DELIVERY

3.1. Delivery may be instant or delayed depending on Network Provider validation systems.

3.2. Some numbers may receive data earlier than others due to provider-level checks.

3.3. Delivery times are not guaranteed; Wondamart GH will however use commercially reasonable efforts to ensure timely delivery.

3.4. Agents will receive transaction status updates via the Platform. It is the Agent's responsibility to track and retain transaction IDs.

4. PRICING & AGENT PROFITS

- 4.1. Registered Agents receive exclusive discounted prices and wholesale rates.
- 4.2. Agents may resell data at any price and retain 100% of the profit margin from their resale activities.
- 4.3. Wondamart GH may update wholesale prices based on Network Provider changes or market conditions; Agents will be notified of such changes.
- 4.4. Agents are independent resellers and are responsible for their own pricing, taxes, and business liabilities arising from resale.

5. RESPONSIBILITY FOR WRONG NUMBERS

- 5.1. Agents are solely responsible for verifying phone numbers before submission.
- 5.2. If data is sent to a wrong number due to Agent or customer error, Wondamart GH is not liable for the error or any consequential losses.
- 5.3. Wrong-number transactions cannot be reversed, corrected, or refunded unless the Network Provider expressly permits reversal and Wondamart GH chooses to act.
- 5.4. Agents should retain and present transaction IDs and evidence when contacting support for any delivery issues.

6. PLATFORM USAGE & COMPLIANCE

- 6.1. All payments must be made through official Wondamart GH merchant channels only.
- 6.2. Agents must adhere to all applicable telecommunications, consumer protection, and digital service regulations.
- 6.3. Fraud, misuse, artificial transaction generation, or manipulation of the Platform will lead to suspension, termination, and possible civil or criminal referral.
- 6.4. Agents agree not to share login credentials; Agents are fully responsible for activity on their accounts.

7. NETWORK PROVIDER DEPENDENCY & DELIVERY COMMITMENT

- 7.1. Network delays, downtimes, or validation issues are outside the control of Wondamart GH.
- 7.2. Wondamart GH will use reasonable efforts to ensure delivery and will resubmit Orders when permitted by Network Providers.
- 7.3. Agents are entitled to support and status updates but are not entitled to compensation for delays caused solely by Network Providers.

8. LIABILITY, LIMITATIONS & LOSS OF PROFITS

- 8.1. Wondamart GH shall not be responsible for:
 - Wrong-number Orders
 - Network Provider delays, downtimes, or failures
 - Agent/customer disputes or business losses resulting from resale activity
 - Loss of expected resale profits, lost sales, business interruption, or any indirect or consequential losses
- 8.2. Where applicable, Wondamart GH's maximum direct liability is strictly limited to the value of the undelivered service or the transaction amount paid for that Order.
- 8.3. This limitation applies to the fullest extent permitted by law but does not exclude

liability for death or personal injury caused by Wondamart GH's negligence, or for other liabilities which cannot be excluded by law.

8.4. Explanation (plain language): Wondamart GH only guarantees to deliver the data bundles paid for. Any money an Agent hoped to make by reselling (profit margin) is part of the Agent's business risk, Wondamart GH is not responsible for those expected profits or lost revenue from failed resales.

9. REFUND & DISPUTE POLICY

9.1. Refunds are not provided for successful deliveries or for Orders lost due to wrong numbers by the Agent.

9.2. In cases where an Order was paid for but not delivered due to Network Provider failure and the provider cannot deliver after reasonable attempts, Wondamart GH may, at its discretion, issue a refund or credit to the Agent's Wallet.

9.3. All refund or credit decisions are subject to verification, evidence submission, and Network Provider confirmation.

9.4. Chargebacks or disputes filed by Agents must be supported by transaction evidence. Wondamart GH reserves the right to reject unsupported disputes.

10. SUPPORT & ESCALATION

10.1. Official support channels: (Email: wondamartgh@gmail.com, and WhatsApp support line: +233 53 997 1202).

10.2. Agents must provide Transaction ID, recipient number, date/time, and proof of payment when raising a support ticket.

10.3. Expected initial response time: within 48 hours for standard issues; critical issues will be prioritized.

10.4. Escalation: Unresolved issues after 7 business days can be escalated to the Operations Manager (contact details to be provided on the Platform).

11. DATA PROTECTION & PRIVACY

11.1. Wondamart GH collects and processes personal data necessary for registration, payments, and transaction processing.

11.2. Customer and Agent personal data will be stored securely and only used for service delivery, compliance, and fraud prevention.

11.3. Wondamart GH will not sell personal data to third parties. Data sharing with Network Providers is limited to what is necessary to complete Orders.

11.4. Agents must treat customer data confidentially and comply with applicable data protection laws.

12. INTELLECTUAL PROPERTY

12.1. All Platform content, branding, and software are owned by Wondamart GH or its licensors.

12.2. Agents may not use Wondamart GH trademarks, logos, or branding without prior written permission.

13. TERMINATION, SUSPENSION & BLACKLISTING

13.1. Wondamart GH may suspend or terminate an Agent account for violations of these Terms, suspected fraud, or unlawful activity.

13.2. Repeat or serious offenders may be permanently blacklisted, losing access to the Platform and any earned commissions.

13.3. Termination does not affect Wondamart GH's rights to pursue damages or legal remedies.

14. GOVERNING LAW & JURISDICTION

14.1. These Terms are governed by the laws of the Republic of Ghana.

14.2. Any disputes arising from or relating to these Terms shall be subject to the exclusive jurisdiction of the Ghanaian courts, unless otherwise agreed in writing.

15. AMENDMENTS

15.1. Wondamart GH may update these Terms at any time. Updated Terms will be published on the Platform with the "Last Updated" date changed.

15.2. Continued use of the Platform after updates constitutes acceptance of the updated Terms.

16. ACCEPTANCE

By registering as an Agent or using Wondamart GH services, you confirm that you have read, understood, and agreed to these Terms in full. Continued use indicates acceptance of any updates.

ANNEX A – QUICK AGENT GUIDE (SUMMARY)

- Register and pay GHS 20 registration fee.
- Fund your Wallet before placing Orders.
- Always confirm recipient numbers before submitting Orders.
- Use official support channels and provide Transaction ID for any issues.
- Do not advertise prices or services on social media(Facebook, Instagram, Snapchat, Twitter, Tik Tok)— this may result in account termination.