

Terms of Use

Effective Date: 05/01/2024

Welcome to MzansiCollections. By accessing or using our platform, you agree to comply with and be bound by the following Terms of Use. Please read these terms carefully before using our services.

1. Acceptance of Terms

By registering for, accessing, browsing, or using MzansiCollections, you acknowledge that you have read, understood, and agree to be bound by these Terms of Use and our Privacy Policy. If you do not agree to these terms, you should not use our platform.

2. User Accounts

Registration: To use certain features of our platform, you must register for an account. You agree to provide accurate and complete information during the registration process and to update such information as necessary.

Account Security: You are responsible for maintaining the confidentiality of your account credentials and for all activities that occur under your account. You agree to notify us immediately of any unauthorized use of your account.

3. Listing Items and Services

Eligibility: You must be at least 18 years old to list items or services on MzansiCollections.

Accuracy: You agree to provide accurate, complete, and honest descriptions of your items and services. Misleading or false information is strictly prohibited.

Compliance: All items and services must comply with our guidelines and applicable laws. Illegal, harmful, or prohibited items are not allowed on MzansiCollections.

4. Fees and Payments

Listing Fees: Listing items or services on MzansiCollections is free.

Transaction Fees: We charge a 5% fee on the total order value when an order is successfully placed. This fee is deducted from the payment processed to the seller or service provider.

Payment Processing: Payments are securely processed through our platform. We will disburse the payment (minus the transaction fee) to the seller or service provider once the order is confirmed.

5. Order Fulfillment

Sellers: Sellers are responsible for fulfilling orders promptly, including packaging and shipping products to customers.

Service Providers: Service providers must deliver services as described and within the agreed timeframe.

6. Refunds and Returns (ATTENTION REQUIRED)

Eligibility: Customers can request a return or refund within 14 days of receiving a product if it is defective, damaged, or significantly different from the description. For services, refunds can be requested if the service was not provided as agreed.

Process: Customers must initiate a return or refund request through their account. Sellers are required to respond and process approved refunds or returns promptly.

Platform Mediation: MzansiCollections will mediate disputes that cannot be resolved between buyers and sellers.

7. User Conduct

Prohibited Activities: You agree not to engage in any activity that violates any law, infringes on any third party's rights, or is otherwise harmful to MzansiCollections or its users. This includes, but is not limited to, fraud, harassment, spamming, and uploading malicious content.

Content: You are responsible for any content you post or transmit through MzansiCollections. You grant us a non-exclusive, royalty-free, worldwide license to use, modify, and display such content in connection with our services.

8. Termination

We reserve the right to suspend or terminate your account and access to MzansiCollections at our discretion, without notice, if we believe you have violated these Terms of Use or engaged in fraudulent or illegal activities.

9. Limitation of Liability

MzansiCollections is not liable for any direct, indirect, incidental, consequential, or punitive damages arising from your use of the platform, including but not limited to, any errors or omissions in any content or any loss or damage incurred as a result of the use of any content posted, emailed, transmitted, or otherwise made available via the platform.

10. Changes to Terms

We may modify these Terms of Use at any time. Any changes will be effective immediately upon posting on our platform. Your continued use of MzansiCollections after any such changes constitutes your acceptance of the new Terms of Use.

12. Contact Information

If you have any questions or concerns about these Terms of Use, please contact us at mzansicollections.store@gmail.com.

Thank you for using MzansiCollections. We are committed to providing a safe and enjoyable marketplace for all our users.