



SPAREHUB LEGAL / BUYER

Buyer terms and conditions

The rules for buyer accounts, parts selection, checkout, protected payment, delivery, receipt confirmation, returns, refunds and disputes on SpareHub Zambia.

APPLIES TO	EFFECTIVE	GOVERNING LAW
Buyer accounts	30 July 2026	Zambia

IMPORTANT PROTECTED-PAYMENT NOTICE

"Escrow" describes SpareHub's conditional payment-release workflow. Payments are processed through third-party payment providers and remain subject to provider terms and applicable regulatory requirements. It is not a bank or savings account.

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1. Agreement and eligibility

These Buyer Terms form a binding agreement between you and SpareHub Zambia (“SpareHub”, “we”, “us” or “our”) when you create a buyer account, place an order or otherwise use buyer services on the marketplace.

You must be at least 18 years old and legally capable of entering into a contract. You must provide accurate information, keep your credentials secure and promptly update information that changes.

2. Marketplace role

SpareHub operates a marketplace that enables independent sellers to advertise and sell vehicle parts. Unless a listing expressly states otherwise, the seller—not SpareHub—is the supplier and is responsible for the part's description, legality, quality, safety, authenticity, fitment and warranty.

SpareHub may verify sellers, moderate listings and facilitate payments, delivery information and disputes, but verification is not a guarantee that a part will fit a particular vehicle or meet every buyer requirement.

3. Parts, fitment and listings

Before ordering, check the part number, vehicle make, model, year, engine or chassis details, condition and compatibility information. Ask the seller where information is unclear.

Listing photographs may be illustrative unless identified as photographs of the exact item. A seller must disclose whether a part is new, used or refurbished and any known material defect.

4. Prices, orders and availability

Prices are shown in Zambian Kwacha unless stated otherwise. Checkout will show the part price, delivery charge and any buyer-facing fee before you authorize payment.



Submitting an order authorizes SpareHub and its payment provider to process payment. An order may be cancelled or refunded if payment cannot be verified, stock is unavailable, the seller rejects the order, fraud is suspected, a legal requirement applies or fulfilment becomes impossible.

5. Protected payment and escrow

SpareHub's "escrow" or "protected payment" feature is a conditional payment-release arrangement. Payments are collected and processed through third-party payment service providers. SpareHub records the amount as protected and does not make it available for seller payout until the release conditions are satisfied.

Protected funds may be released after you confirm receipt, after SpareHub verifies completion, or following a final dispute or refund decision. Funds may remain frozen while a dispute, fraud review, chargeback, reversal, legal request or payment-provider investigation is open.

The protected payment feature is not a bank account, savings product or investment and does not earn interest. Payment processing, safeguarding and settlement remain subject to the payment provider's terms and applicable regulatory requirements.

- Pay only through SpareHub checkout if you want marketplace payment protection.
- Do not confirm receipt until you have received and reasonably inspected the part.
- Payments made directly to a seller outside SpareHub are not protected by SpareHub escrow.

6. Delivery, pickup and receipt

The selected seller or delivery provider is responsible for fulfilment. Delivery estimates are estimates unless expressly guaranteed. You must provide a complete address and be available to receive the order.

For pickup, inspect the part and retain proof of collection. For delivery, record visible damage or missing items promptly and keep packaging, photographs, messages and delivery evidence.

7. Returns, refunds and disputes

If a part is not received, materially different from its listing, damaged, defective, unsafe, counterfeit or the wrong item, notify the seller and open a SpareHub dispute as soon as reasonably possible and within any timeframe displayed for the order.

SpareHub may request photographs, part numbers, diagnostic information, messages, delivery records or an independent assessment. We may freeze protected funds while reviewing the evidence and may approve a full refund, partial refund, replacement, return or release to the seller.

You must care for a disputed item and return it when reasonably required. These Terms do not remove any non-excludable consumer right or remedy available under Zambian law.

8. Acceptable use

You must use SpareHub honestly and lawfully.

- Do not make false claims, abuse refunds or chargebacks, manipulate reviews or submit fabricated evidence.



- Do not bypass platform fees or security controls, access another user's account, scrape protected data or interfere with the service.
- Do not use SpareHub to buy prohibited, stolen, counterfeit or unlawfully obtained goods.

9. Reviews and buyer content

Reviews must reflect a genuine transaction and must not be defamatory, threatening, discriminatory, misleading or disclose unnecessary personal information. You permit SpareHub to display and moderate content you submit for marketplace operation and safety.

10. Service availability and account action

SpareHub may temporarily restrict a transaction or account to protect users, investigate fraud, comply with law, address security incidents or enforce these Terms. Where appropriate, we will explain the restriction and provide a review channel.

We do not guarantee uninterrupted availability, but we will use reasonable care in operating the marketplace and restoring affected services.

11. Responsibility and liability

Each seller remains responsible for the goods it supplies. SpareHub remains responsible for its own marketplace services to the extent required by law. Nothing in these Terms excludes liability that cannot legally be excluded, including liability arising from fraud, wilful misconduct or non-excludable consumer protections.

To the extent permitted by law, SpareHub is not responsible for indirect or consequential loss that was not reasonably foreseeable when the relevant contract was formed.

12. Privacy, changes, law and complaints

Our Privacy Notice explains how we process personal information. We may send transactional and security communications necessary to operate your account and orders.

We may update these Terms prospectively. Material changes will be communicated and may require renewed acceptance. The version accepted for an existing transaction continues to govern that transaction unless the law requires otherwise.

These Terms are governed by the laws of Zambia. Contact SpareHub support first so we can try to resolve a complaint. You may also use any court, regulator or consumer-protection process available under applicable law.

Questions or complaints

Contact: support@sparehub.co.zm. Keep your order number and relevant evidence when contacting support.

These buyer Terms should be read together with SpareHub's Privacy Notice and any transaction-specific terms shown before payment or fulfilment.