



SPAREHUB LEGAL / SELLER

Seller terms and conditions

The rules for seller verification, listings, fulfilment, protected payment release, commission, payouts, returns, disputes and marketplace compliance on SpareHub Zambia.

APPLIES TO	EFFECTIVE	GOVERNING LAW
Seller 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 seller authority

These Seller Terms form a binding agreement between you and SpareHub Zambia (“SpareHub”, “we”, “us” or “our”) when you register as a seller, submit verification information, publish a listing or accept an order.

If you act for a business, you confirm that you have authority to bind that business. You must be at least 18 years old and provide accurate identity, business, tax, contact, payout and beneficial-ownership information when requested.

2. Verification and continuing eligibility

Selling privileges may depend on identity and business verification, account security, a valid payout method and any licence or approval required for your products or activities.

You must promptly update expired or changed documents. SpareHub may pause listings, orders or payouts while verification, fraud, sanctions, ownership or payment details are reviewed.

3. Your relationship with buyers and SpareHub

You are the independent supplier of the parts you list. The sale contract for a part is between you and the buyer. SpareHub provides marketplace, verification, payment coordination, communication, dispute and settlement services.

Nothing in these Terms creates employment, partnership or authority for you to bind SpareHub. You remain responsible for your business, personnel, taxes, records and legal obligations.



4. Listings and product standards

Every listing must be accurate, current and sufficiently detailed for a reasonable buyer to make an informed decision. You must have the legal right to sell each item.

- State the exact condition: new, used or refurbished.
- Disclose known defects, damage, modifications, warranty limits and whether photographs show the exact item.
- Provide accurate part numbers and fitment information and do not guarantee fitment without a reasonable basis.
- Do not list stolen, counterfeit, unsafe, recalled, prohibited or unlawfully imported parts.
- Keep prices, taxes, inventory, pickup location and delivery options current.

5. Order acceptance and fulfilment

Respond to orders within the timeframe shown in the seller workspace. Accept only when the listed item is available and can be fulfilled as promised. Repeated rejection, late dispatch, substitution or cancellation may lead to restrictions.

Package parts safely, use the agreed delivery or pickup method, communicate delays promptly and retain dispatch, tracking, pickup and delivery evidence.

6. Protected payment, escrow and release

Buyer payments are processed through third-party payment service providers and conditionally protected through SpareHub's escrow workflow. A payment status does not create an immediately withdrawable seller balance.

You become eligible for settlement only after the order meets the completion and release conditions, including confirmed or otherwise verified receipt, no unresolved dispute, valid seller verification and a valid payout method.

SpareHub may freeze or delay release during a dispute, refund, chargeback, fraud review, payment reversal, account-security investigation, legal request or payment-provider reconciliation. The protected payment feature is not a deposit account and does not earn interest.

7. Commission, deductions and payout

You authorize SpareHub to deduct the commission rate and other seller charges disclosed in your seller settings, pricing schedule or applicable promotion from completed sales. The buyer-facing price will not display internal commission deductions.

Your eligible payout is generally the completed order amount allocated to you, less agreed commission, seller-funded refunds, payment reversals, chargebacks, applicable provider charges and other deductions you expressly authorized or that are required by law.

Payout timing depends on completion checks, your payout schedule and the receiving payment provider. A quoted payout date is an estimate unless expressly guaranteed. Material fee changes apply prospectively after reasonable notice.



8. Returns, refunds and disputes

You must cooperate promptly and honestly with buyer complaints and SpareHub investigations. Provide listing records, messages, photographs, serial or part numbers, dispatch evidence and technical evidence requested.

SpareHub may direct a return, replacement, full refund, partial refund or payment release after reviewing the evidence. You are responsible for refunds caused by an unavailable, wrong, counterfeit, unsafe, defective, materially misdescribed or undelivered item, subject to applicable law and the facts.

You must not use a blanket “no refund, no return or no exchange” disclaimer to remove rights that a buyer has under applicable law.

9. Seller conduct and platform integrity

You must deal fairly with buyers and protect marketplace integrity.

- Do not manipulate prices, inventory, reviews, orders, evidence or seller identity.
- Do not solicit off-platform payment to avoid commission or protected-payment controls.
- Do not misuse buyer contact details, send unsolicited marketing or disclose personal information.
- Do not interfere with security controls, operate deceptive duplicate accounts or transact with yourself.

10. Seller content and intellectual property

You retain ownership of original listing content. You grant SpareHub a non-exclusive, worldwide, royalty-free licence to host, reproduce, resize, moderate and display that content for operating and promoting the marketplace while the listing or related record is active.

You must have permission to use every photograph, logo, trademark and description you upload and must not infringe another person’s rights.

11. Records, taxes and legal compliance

You are responsible for invoices, warranties, taxes, registrations, licences, product standards, consumer obligations and business records applicable to your sales. You must provide information reasonably required for compliance, audit, fraud prevention or a lawful authority request.

12. Restrictions, suspension and termination

SpareHub may remove a listing or restrict an account, order or payout where reasonably necessary to address a breach, safety concern, fraud risk, unresolved complaint, invalid verification, excessive cancellations, security incident or legal obligation.

Termination does not cancel existing obligations. Outstanding orders, refunds, disputes, chargebacks, commissions, records and lawful deductions may continue to completion.



13. Responsibility, indemnity and liability

You are responsible for loss, claims or reasonable costs caused by your unlawful goods, inaccurate listings, product defects, infringement, fraud or material breach. Any obligation to reimburse or indemnify SpareHub applies only to the extent the matter was caused by your act or omission.

Nothing in these Terms excludes liability that cannot legally be excluded. To the extent permitted by law, SpareHub is not responsible for indirect or consequential loss that was not reasonably foreseeable.

14. Privacy, changes, law and complaints

Our Privacy Notice explains how personal and business information is processed. You may use buyer information only to fulfil the relevant order, provide support, prevent fraud or comply with law.

We may update these Terms prospectively. Material changes will be communicated and may require renewed acceptance. Existing transactions remain governed by the accepted version 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. Either party may also use any court, regulator or dispute process available under applicable law.

Questions or complaints

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

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