

Tweedehandse Bruidjie Marketplace

Legal Documents

1. DEFINITIONS

For the purpose of these Terms and Conditions ("Terms"), the following definitions apply:

1.1. "Tweedehandse Bruidjie Marketplace" or "the Platform" means the online marketplace operated by Tweedehandse Bruidjie (Pty) Ltd (Registration Number 2021/657409/07), enabling users to buy and sell pre-owned wedding-related items through secure, managed transactions.

1.2. "Company", "we", "us", or "our" refers to Tweedehandse Bruidjie (Pty) Ltd, its directors, employees, affiliates, and agents.

1.3. "User" means any individual or entity that accesses, browses, registers, or makes use of the Platform for any purpose, including both Buyers and Sellers.

1.4. "Buyer" refers to any registered User who purchases or attempts to purchase an item listed on the Platform.

1.5. "Seller" refers to any registered User who lists, advertises, or sells items through the Platform.

1.6. "Account" means the digital user profile created on the Platform through which Users manage their sales, purchases, and transactions.

1.7. "Item" or "Product" refers to any pre-owned, second-hand, or new wedding-related good listed for sale by a Seller on the Platform.

1.8. "Listing" refers to the digital advertisement or product entry uploaded by a Seller, including the title, description, price, condition, and accompanying images.

1.9. "Transaction" means any completed or attempted purchase or sale between a Buyer and a Seller on the Platform.

1.10. "Wallet" refers to the virtual balance assigned to a Seller's account where funds from completed sales are held before being withdrawn to a bank account.

1.11. "Fees" means any service, transaction, or protection fees charged by Tweedehandse Bruidjie Marketplace to Buyers and/or Sellers in relation to sales, listings, or withdrawals.

1.12. "Refund" means the return of an eligible payment amount (excluding service and transaction fees) to a Buyer, subject to the Refund and Return Policy detailed in these Terms.

1.13. "Return" means the physical return of an Item to the Seller by the Buyer, approved only when the Item materially differs from its listing description or is damaged upon arrival.

1.14. "Dispute" means any disagreement, complaint, or claim between a Buyer and Seller relating to a Transaction on the Platform.

1.15. "Off-Platform Transaction" refers to any sale, purchase, payment, or agreement concluded outside the Platform, including those where Users attempt to bypass Platform payment or messaging systems.

1.16. "Working Days" means any day other than a Saturday, Sunday, or public holiday in the Republic of South Africa.

1.17. "Courier" or "Delivery Service" refers to the shipping or parcel delivery company used to transport goods between Buyers and Sellers.

1.18. "Processing Period" refers to the time frame within which a refund or payout is reviewed and completed by Tweedehandse Bruidjie Marketplace, which is up to 30 working days.

1.19. "Fraudulent Activity" means any attempt to deceive, manipulate, or exploit the Platform, including fake listings, false disputes, or bypassing payments.

1.20. "Terms" means this complete document, together with any policies, rules, or notices published on the Platform from time to time.

1.21. "Prohibited Items" means any item that may not be listed or sold on the Platform due to legal restrictions or the Platform's internal policies.

1.22. "POPIA" means the Protection of Personal Information Act, 4 of 2013, governing how personal data is collected and processed in South Africa.

2. GENERAL TERMS

2.1. Ownership and Operation

Tweedehandse Bruidjie Marketplace is owned and operated by **Tweedehandse Bruidjie (Pty) Ltd**, a private company registered in the Republic of South Africa under registration number **2021/657409/07**, with its principal place of business located at **14B Willowbrook Office Park, Ruimsig, Roodepoort, Gauteng**. All official correspondence must be directed to **marketplace@tweedehandsebruidjie.co.za**.

2.2. Purpose of the Platform

The Platform provides a digital space where users can list, buy, and sell pre-owned or new wedding-related items. Tweedehandse Bruidjie Marketplace acts as an intermediary that facilitates connections and payment processing between buyers and sellers but does not own, manufacture, or directly sell any listed items. All transactions are private agreements concluded directly between the Buyer and the Seller.

2.3. Acceptance of Terms

By registering on or using the Platform in any capacity, you acknowledge that you have read, understood, and agree to be bound by these Terms and any future amendments. If you do not agree with these Terms, you must immediately discontinue your use of the Platform.

2.4. Amendments and Updates

Tweedehandse Bruidjie Marketplace reserves the right to modify, amend, or update these Terms and related policies at any time. All changes take effect upon publication on the Platform. Users are responsible for reviewing the Terms periodically. Continued use of the Platform constitutes acceptance of any updated Terms.

2.5. Eligibility

Only persons over the age of **18 years** with full legal capacity may register and use the Platform. Users under 18 years may only participate under the supervision and responsibility of a parent or legal guardian, who is deemed the contracting party.

2.6. Account Registration

To access most Platform features, users must create an account by providing accurate, complete, and current information. Each user may maintain only one account.

Users are responsible for maintaining the confidentiality of their login credentials and for all actions performed through their account. Tweedehandse Bruidjie Marketplace will not be liable for any loss or damage resulting from unauthorized account access.

2.7. Account Security and Responsibility

Users must immediately report any unauthorized access, suspected breach, or misuse of their account to **marketplace@tweedehandsebruidjie.co.za**.

Tweedehandse Bruidjie Marketplace reserves the right to suspend or permanently close any account that appears compromised or used for fraudulent, misleading, or unlawful activity.

2.8. Account Verification and Compliance

To comply with financial and anti-fraud regulations, Tweedehandse Bruidjie Marketplace may request verification documents at any time, including proof of

identity, address, or bank account ownership. Failure to provide such information may result in account suspension, delayed payouts, or permanent closure.

2.9. Account Termination by the Company

Tweedehandse Bruidjie Marketplace reserves the right to restrict, suspend, or permanently terminate any account without prior notice if a user:

- Breaches any provision of these Terms;
- Attempts to mislead, defraud, or exploit the Platform or other users;
- Engages in prohibited, illegal, or unethical behaviour;
- Attempts to bypass the Platform's payment system or conduct off-platform transactions; or
- Receives multiple verified complaints from other users.

No refunds or credits will be issued for terminated accounts, and any pending funds may be withheld or forfeited at the company's sole discretion pending investigation.

2.10. Platform Access and Availability

Tweedehandse Bruidjie Marketplace provides its services on an "as is" and "as available" basis. The company makes no guarantee that the Platform will be uninterrupted, secure, or error-free. Access may be suspended for maintenance, updates, or unforeseen events. The company bears no liability for downtime, interruptions, or data loss arising from such events.

2.11. User Responsibilities

All users agree to use the Platform in good faith and in compliance with South African law. Users must not:

- Upload false, misleading, or fraudulent listings;
- Engage in harassment, abuse, or defamatory behaviour;
- Infringe the intellectual property rights of others;
- Circumvent Platform fees or payment systems;
- Post, share, or distribute unlawful or offensive material;
- Engage in any conduct that could damage the reputation or operations of Tweedehandse Bruidjie Marketplace.

2.12. Communication and Notifications

All communication between Tweedehandse Bruidjie Marketplace and users will occur electronically via the registered email address associated with the user's account. Notices sent via email or published on the Platform are deemed to have been received on the date of transmission or publication.

2.13. Intellectual Property and Content Ownership

All logos, text, designs, trademarks, images, and software on the Platform are the

property of Tweedehandse Bruidjie (Pty) Ltd and may not be copied, reproduced, modified, or distributed without prior written consent.

Users retain ownership of their uploaded images and descriptions but grant Tweedehandse Bruidjie Marketplace a non-exclusive right to use such material for marketing, promotion, or platform operation.

2.14. No Partnership or Agency

Use of the Platform does not create a partnership, joint venture, or employment relationship between Tweedehandse Bruidjie Marketplace and any user. The company provides technology and facilitation services only and does not represent any party in transactions between buyers and sellers.

2.15. Governing Law and Jurisdiction

These Terms are governed by the laws of the **Republic of South Africa**. Any dispute between a user and Tweedehandse Bruidjie Marketplace shall fall under the non-exclusive jurisdiction of the **Magistrates' Court of South Africa**, regardless of the amount claimed.

3. BUYER TERMS

3.1. General Buyer Obligations

3.1.1. By purchasing goods through the Platform, the Buyer agrees to abide by all applicable provisions of these Terms.

3.1.2. The Buyer confirms that they have read the item description carefully, reviewed all provided photographs, and clarified any uncertainties with the Seller before completing the purchase.

3.1.3. The Buyer accepts full responsibility for ensuring the accuracy of their delivery information, payment details, and contact information at the time of purchase.

3.1.4. Tweedehandse Bruidjie Marketplace is not liable for losses or delays arising from incorrect information provided by the Buyer.

3.1.5. By confirming a purchase, the Buyer enters into a legally binding sales agreement with the Seller under the terms set out in these Conditions.

3.2. Purchasing Procedure

3.2.1. All purchases must be made exclusively through the authorised payment systems provided on the Platform.

3.2.2. The Buyer selects an item, adds it to their cart, and proceeds to checkout, where they complete payment via one of the approved methods.

3.2.3. Upon successful payment, Tweedehandse Bruidjie Marketplace issues an order confirmation to the Buyer and notifies the Seller to dispatch the item.

3.2.4. The Buyer's payment is held securely by Tweedehandse Bruidjie Marketplace as the Seller's limited payment agent until the transaction is finalised in accordance with clause 3.6.

3.2.5. All transactions are conducted in South African Rand (ZAR).

3.3. Shipping and Delivery

3.3.1. The Buyer must select a preferred delivery method during checkout.

3.3.2. Sellers are responsible for dispatching items within the required timeframe under clause 7 of these Terms.

3.3.3. Once dispatched, tracking details (if applicable) will be made available to the Buyer through the Platform.

3.3.4. The Buyer is responsible for collecting parcels promptly from any designated collection point or delivery service.

3.3.5. Tweedehandse Bruidjie Marketplace is not liable for loss, theft, or damage to items occurring during shipment or after delivery. Any such claims must be made directly with the courier or delivery service provider.

3.4. Order Completion and Confirmation

3.4.1. Once the Buyer receives the item, they must confirm receipt on the Platform by clicking "Item Received email."

3.4.2. Confirmation of receipt indicates the Buyer's satisfaction with the goods and authorises the release of funds to the Seller.

3.4.3. If the Buyer does not confirm receipt or raise a claim within forty-eight (48) hours of collection or delivery, Tweedehandse Bruidjie Marketplace may automatically finalise the transaction on their behalf and release payment to the Seller.

3.4.4. Once funds are released, the Buyer forfeits the right to dispute or reverse the transaction, except as provided for under clause 13 (Returns and Disputes).

3.5. Refunds and Returns

3.5.1. Refunds will only be approved where the item received differs materially from its description or arrives damaged.

3.5.2. Refunds exclude all service, transaction, and protection fees, which remain non-refundable under all circumstances.

3.5.3. Approved refunds will be processed within thirty (30) working days from the date of confirmation by Tweedehandse Bruidjie Marketplace.

3.5.4. Return shipping costs are the Buyer's responsibility unless otherwise agreed with the Seller.

3.5.5. Refunds are not available for any purchases made or arranged outside the Platform.

3.5.6. Tweedehandse Bruidjie Marketplace is not liable for refund amounts, processing errors, courier fees, or losses arising from delayed or refused refunds.

3.6. Platform Protection and Limitations

3.6.1. All Buyer protection applies strictly to transactions completed through the Platform's payment and communication systems.

3.6.2. If the Buyer engages in an off-platform transaction or attempts to bypass Platform fees, Tweedehandse Bruidjie Marketplace bears no responsibility for loss, fraud, or dispute arising from such actions.

3.6.3. Buyers acknowledge that Tweedehandse Bruidjie Marketplace acts solely as an intermediary to facilitate transactions and is not a party to any sales agreement between Users.

3.6.4. Buyers may not demand compensation, chargebacks, or refunds directly from Tweedehandse Bruidjie Marketplace under any circumstances, except as expressly provided in these Terms.

3.7. Disputes and Claims

3.7.1. If a Buyer receives an item that materially differs from its description or arrives damaged, they must notify the Seller and Tweedehandse Bruidjie Marketplace within forty-eight (48) hours of delivery.

3.7.2. Failure to report within the specified period constitutes acceptance of the goods and waiver of any claim.

3.7.3. All communications regarding disputes must occur through the Platform's internal messaging or via marketplace@tweedehandsebruidjie.co.za.

3.7.4. Tweedehandse Bruidjie Marketplace may, at its sole discretion, assist in resolving disputes between Buyers and Sellers, but it is under no legal obligation to do so.

3.7.5. Decisions made by Tweedehandse Bruidjie Marketplace in relation to Buyer disputes are final and binding.

3.8. Buyer Conduct

3.8.1. Buyers must act in good faith and communicate respectfully with Sellers and Platform staff.

3.8.2. Buyers may not misuse the dispute or refund process to gain an unfair advantage, make false claims, or engage in fraudulent activity.

3.8.3. Any misuse of the Platform, including false refund requests, may result in permanent suspension of the Buyer's account and forfeiture of any pending funds.

4. SELLER TERMS

4.1. General Seller Obligations

4.1.1. By listing items for sale on the Platform, the Seller confirms that they have read, understood, and accepted these Terms and agree to comply with all applicable laws and Platform rules.

4.1.2. The Seller acknowledges that Tweedehandse Bruidjie Marketplace is a

facilitator only and that all sales are private transactions between the Buyer and Seller.

4.1.3. The Seller agrees to act honestly and in good faith, ensuring that all information, descriptions, and photographs of items listed are accurate, truthful, and not misleading.

4.1.4. The Seller must not list items that infringe the intellectual property rights of others, or any items prohibited under Section 10 of these Terms.

4.1.5. The Seller bears full responsibility for the quality, authenticity, and condition of the items they list or sell.

4.1.6. Tweedehandse Bruidjie Marketplace reserves the right to remove any listing, at its discretion, that it deems misleading, inappropriate, or in violation of these Terms.

4.2. Creating and Managing Listings

4.2.1. Each item must be listed individually with clear photographs, a complete description, and accurate pricing.

4.2.2. Sellers must disclose any faults, defects, wear, or damage to items prior to sale.

4.2.3. Images must be original photographs of the actual item and must not be digitally altered or taken from the internet.

4.2.4. Sellers may not include advertising material, unrelated content, or contact details intended to encourage off-platform transactions.

4.2.5. Duplicate listings for the same item are prohibited.

4.2.6. Sellers must promptly remove or mark items as "Sold" once they are no longer available.

4.3. Sales Process

4.3.1. When a Buyer completes a purchase, the Seller receives an order notification via the Platform.

4.3.2. The Seller must dispatch the item within seven (7) calendar days of the sale, unless otherwise agreed.

4.3.3. The Seller must mark the order as "Item Shipped" once dispatched and provide tracking information where applicable.

4.3.4. If the Seller fails to ship the item within the required timeframe, Tweedehandse Bruidjie Marketplace may cancel the order and refund the Buyer.

4.3.5. Sellers may not cancel orders without legitimate reason. Frequent or unjustified cancellations may result in account suspension.

4.3.6. All transactions and communications with Buyers must be conducted through the Platform. Off-platform sales or communication attempts are strictly prohibited.

4.4. Shipping and Delivery Responsibilities

4.4.1. Sellers are solely responsible for the safe and proper packaging of all items to ensure they arrive undamaged.

4.4.2. Any loss, delay, or damage occurring during shipping is the responsibility of the Seller and/or the courier service used.

4.4.3. When using integrated courier options via BobGo Sellers must

comply with the specific service provider's rules and timelines.

4.4.4. If using an integrated courier, parcels must be deposited within thirty-six (36) hours of generating the shipment code. Failure to do so may result in cancellation of the delivery without refund.

4.4.5. Sellers must retain proof of shipment (such as a tracking number or waybill) until the transaction is confirmed complete.

4.5. Payments and Payouts

4.5.1. All payments from Buyers are processed through Tweedehandse Bruidjie Marketplace, acting as a limited payment agent on behalf of the Seller.

4.5.2. Funds are held securely by Tweedehandse Bruidjie Marketplace until the Buyer confirms receipt of the goods, or the order is otherwise finalised under clause 7 of these Terms.

4.5.3. Funds will be paid out directly into the sellers bank account.

4.5.4. Payouts are processed within seven to fourteen (7–14) business days, provided all Seller details are valid and compliant.

4.5.5. It is the Seller's responsibility to ensure that their bank information is accurate and up to date. Tweedehandse Bruidjie Marketplace is not liable for delays, losses, or failed payments caused by incorrect details.

4.5.6. Tweedehandse Bruidjie Marketplace may withhold or delay payouts pending verification, investigation, or resolution of disputes.

4.6. Fees and Deductions

4.6.1. A Buyer Protection Fee is charged on every transaction processed through the Platform. This fee covers administrative and processing costs and ensures that transactions are securely facilitated between Buyer and Seller.

4.6.2. The Buyer Protection Fee is automatically added to the Buyer's total payment at checkout and is paid by the Buyer, not the Seller. The buyer protection fee amount is R21 per order.

4.6.3. Sellers receive the full item price (excluding delivery costs) upon successful completion of the sale. A commission fee amount of 6.5% of the total order before is deducted from the

4.6.4. The Buyer Protection Fee is non-refundable under any circumstances, except where the order is cancelled prior to shipment because the Seller failed to dispatch the item.

4.6.5. In the event of an approved refund, Tweedehandse Bruidjie Marketplace will refund the Buyer only for the item amount. All service, transaction, and protection fees remain non-refundable.

4.6.6. Sellers remain responsible for declaring and paying all applicable taxes (including VAT or income tax) arising from their sales and must comply fully with applicable tax laws.

4.7. Refunds and Returns

4.7.1. The Seller agrees to accept a return if the Buyer, within forty-eight (48) hours of receipt, claims that the item materially differs from its description or arrived damaged.

4.7.2. The Seller must cooperate fully in the return process and provide return address details or courier instructions within forty-eight (48) hours of receiving the return request.

4.7.3. If the Seller disputes the return, Tweedehandse Bruidjie Marketplace may review the case and issue a final decision.

4.7.4. Once the Buyer returns the item and tracking confirms delivery, the Seller must confirm receipt within forty-eight (48) hours.

4.7.5. Failure by the Seller to confirm receipt within this period may result in Tweedehandse Bruidjie Marketplace cancelling the order and refunding the Buyer.

4.7.6. Sellers acknowledge that refunds exclude all service and transaction fees.

4.7.7. Tweedehandse Bruidjie Marketplace bears no financial responsibility for refund amounts or courier costs related to returns.

4.8. Prohibited Conduct

4.8.1. Sellers must not solicit Buyers to complete transactions outside the Platform.

4.8.2. Any attempt to exchange contact details, social media handles, or payment links for off-platform sales is strictly prohibited.

4.8.3. Sellers may not manipulate listings, fabricate sales, or post misleading reviews.

4.8.4. Fraudulent activity, including non-delivery of sold items, may result in

permanent account termination and forfeiture of funds.

4.8.5. Tweedehandse Bruidjie Marketplace reserves the right to suspend or ban any Seller found in breach of this clause.

4.9. Liability and Indemnity

4.9.1. The Seller acknowledges that Tweedehandse Bruidjie Marketplace is not responsible for disputes, damages, losses, or delivery issues arising from private transactions between Users.

4.9.2. The Seller agrees to indemnify and hold harmless Tweedehandse Bruidjie Marketplace, its directors, employees, and affiliates from any claims, damages, or expenses resulting from their listings, sales, or conduct on the Platform.

4.9.3. The Seller may not hold Tweedehandse Bruidjie Marketplace liable for lost sales, returns, courier errors, or Buyer dissatisfaction.

4.9.4. Sellers are responsible for ensuring their listings and conduct comply with South African law, including consumer protection, e-commerce, and intellectual property regulations.

5. PLATFORM RULES AND CONDUCT

5.1. General Conduct Requirements

5.1.1. All Users agree to use the Platform in a lawful, respectful, and responsible manner.

5.1.2. Users must not engage in any behaviour that disrupts the operation of the Platform, misleads other Users, or damages the reputation of Tweedehandse Bruidjie Marketplace.

5.1.3. All communication between Users, and between Users and Tweedehandse Bruidjie Marketplace, must remain courteous and professional.

5.1.4. Users must not use the Platform to transmit unlawful, defamatory, abusive, harassing, or discriminatory material.

5.1.5. Tweedehandse Bruidjie Marketplace reserves the right to monitor all communications and listings on the Platform to ensure compliance with these Terms.

5.2. Use of the Platform

5.2.1. Users must access the Platform only through authorised interfaces and may not use automated systems, bots, or scripts to interact with the Platform.

5.2.2. Users may not attempt to gain unauthorised access to any part of the Platform, its servers, or user data.

5.2.3. Users must not upload or distribute viruses, malware, or any other harmful code.

5.2.4. Users must not use the Platform for fraudulent or deceptive purposes, including identity misrepresentation, sale of counterfeit goods, or manipulation of payment systems.

5.2.5. Tweedehandse Bruidjie Marketplace reserves the right to suspend or permanently terminate any account involved in suspicious or fraudulent activity.

5.3. **Off-Platform Transactions**

5.3.1. All transactions must be completed through the official payment channels of Tweedehandse Bruidjie Marketplace.

5.3.2. Any User who attempts to bypass the Platform to conclude private transactions will forfeit all protection, refund rights, and access to dispute resolution assistance.

5.3.3. Tweedehandse Bruidjie Marketplace accepts no liability for any loss, fraud, or damage resulting from off-platform dealings.

5.3.4. Users found attempting to divert other Users off the Platform may have their accounts suspended or permanently terminated without notice.

5.4. **Protection Fee Coverage**

5.4.1. The Buyer Protection Fee forms part of the Platform's security framework and is charged to Buyers to assist in managing safe and verified transactions.

5.4.2. The Protection Fee **only applies** when an item received materially differs from its description or is demonstrably damaged upon delivery, as outlined under the Refund and Return Policy.

5.4.3. The Protection Fee **does not apply** to Buyer preference changes, incorrect sizing, courier delays, or dissatisfaction unrelated to the item's accuracy or condition.

5.4.4. The Protection Fee does not extend to transactions conducted outside the Platform, nor to cancelled or incomplete orders that violate these Terms.

5.4.5. Tweedehandse Bruidjie Marketplace is under no obligation to provide compensation or refund of the Protection Fee unless the claim strictly meets the eligibility criteria above.

5.4.6. The Protection Fee is non-refundable except in instances where the order is cancelled prior to dispatch due to the Seller's failure to ship the item.

5.5. **Prohibited Conduct**

5.5.1. Users are strictly prohibited from:

- (a) Engaging in harassment, hate speech, or discriminatory conduct;
- (b) Posting false, misleading, or defamatory information;
- (c) Uploading copyrighted or trademarked materials without authorisation;
- (d) Listing or attempting to sell Prohibited Items as defined in Section 10;
- (e) Manipulating transactions or feedback systems;
- (f) Impersonating another User or misrepresenting identity or affiliation;
- (g) Soliciting payments or donations outside the Platform; and

(h) Sharing personal contact details, social media links, or payment information with the intent of conducting off-platform transactions.

5.5.2. Any violation of this clause may result in immediate suspension, permanent termination, or legal action.

5.6. Monitoring and Enforcement

5.6.1. Tweedehandse Bruidjie Marketplace actively monitors Platform activity to ensure compliance with these Terms.

5.6.2. The company reserves the right to remove or restrict access to any content or account that violates these Terms or endangers other Users.

5.6.3. Accounts found to be repeatedly in violation may be permanently banned, and all pending transactions may be withheld or cancelled.

5.6.4. Tweedehandse Bruidjie Marketplace may report unlawful conduct to law enforcement authorities or cooperate with regulatory bodies when required by law.

5.7. User Responsibility

5.7.1. Each User is fully responsible for the accuracy of information shared, listings created, and actions performed through their account.

5.7.2. Users agree to indemnify Tweedehandse Bruidjie Marketplace for any losses, damages, or claims arising from misuse of the Platform or breaches of these Terms.

5.7.3. Users acknowledge that Tweedehandse Bruidjie Marketplace is not responsible for verifying the authenticity or legality of items listed by Users, nor for any representations made by Sellers or Buyers.

6. REFUNDS, RETURNS, AND DISPUTES

6.1. Eligibility for Refunds

6.1.1. Refunds are only permitted if the item received by the Buyer differs materially from the Seller's description or arrives damaged.

6.1.2. Refunds will not be granted for reasons related to personal preference, incorrect sizing, courier delays, or dissatisfaction that does not involve a material difference or defect.

6.1.3. Refunds are not available for any transactions conducted or arranged outside the Platform.

6.1.4. Tweedehandse Bruidjie Marketplace reserves the right to verify all claims before approving a refund.

6.2. Refund Coverage and Exclusions

6.2.1. Refunds apply only to the purchase amount of the item.

6.2.2. All service fees, transaction fees, and Buyer Protection Fees are strictly non-refundable under all circumstances.

6.2.3. Refunds exclude any courier or return shipping costs, which remain the responsibility of the Buyer, unless the Seller agrees otherwise in writing.

6.2.4. Tweedehandse Bruidjie Marketplace is not liable for any fees or losses incurred by payment processors, financial institutions, or third-party services.

6.3. Timeframes and Processing

6.3.1. Approved refunds will be processed within thirty (30) working days from the date of approval by Tweedehandse Bruidjie Marketplace.

6.3.2. Refunds may be delayed if additional verification or investigation is required.

6.3.3. All refund payments will be made to the same account or payment method originally used by the Buyer.

6.3.4. Tweedehandse Bruidjie Marketplace will not be held liable for any delays caused by banking institutions or third-party service providers.

6.4. Return Procedure

6.4.1. The Buyer must notify both the Seller and Tweedehandse Bruidjie Marketplace of any issue within forty-eight (48) hours of receiving the item.

6.4.2. The notification must clearly state the reason for return and include photographic evidence where possible.

6.4.3. The Seller must provide return instructions within forty-eight (48) hours of receiving the Buyer's notice.

6.4.4. The Buyer must dispatch the returned item within seventy-two (72) hours of receiving the Seller's return details, unless otherwise agreed in writing.

6.4.5. Items must be returned in the same condition as received. Failure to do so may void the Buyer's right to a refund.

6.4.6. Once the Seller confirms receipt of the returned item, Tweedehandse Bruidjie Marketplace will process the refund in accordance with clause 6.3.

6.5. Dispute Resolution Between Users

6.5.1. Tweedehandse Bruidjie Marketplace encourages Buyers and Sellers to resolve disputes directly through the Platform's messaging system.

6.5.2. If a resolution cannot be reached, either party may request assistance by emailing marketplace@tweedehandsebruidjie.co.za within twenty-one (21) days of the transaction.

6.5.3. Tweedehandse Bruidjie Marketplace may, at its sole discretion, review the dispute and make a final determination.

6.5.4. Both Buyer and Seller must cooperate fully by providing requested information, proof of delivery, and communication records.

6.5.5. Failure by either party to respond within forty-eight (48) hours of a request may result in a decision being made in favour of the cooperating party.

6.5.6. Decisions made by Tweedehandse Bruidjie Marketplace in relation to refunds or disputes are final and binding.

6.6. Loss of Rights and Ineligible Claims

6.6.1. If the Buyer confirms receipt of an order before raising a complaint, the transaction is deemed complete, and the Buyer forfeits the right to a refund or claim.

6.6.2. Refund requests made after the forty-eight (48) hour reporting window will not be considered.

6.6.3. Claims relating to transactions concluded outside the Platform will not be

accepted or reviewed.

6.6.4. Tweedehandse Bruidjie Marketplace may refuse refund assistance to any User who has previously abused the dispute process or submitted false claims.

6.7. Company Liability

6.7.1. Tweedehandse Bruidjie Marketplace acts only as an intermediary to facilitate payments and communication between Buyers and Sellers.

6.7.2. The company does not manufacture, store, inspect, or ship items listed on the Platform and therefore accepts no liability for product defects, courier delays, or user misrepresentation.

6.7.3. Tweedehandse Bruidjie Marketplace is not responsible for any loss, damage, or financial claim arising from failed transactions, courier errors, or user conduct.

6.7.4. The Buyer and Seller each agree to indemnify Tweedehandse Bruidjie Marketplace against all claims or losses resulting from their own actions or non-compliance with these Terms.

7. PAYMENTS, PAYOUTS, AND FEES

7.1. Payment Processing

7.1.1. All payments for items purchased through the Platform are processed exclusively via Tweedehandse Bruidjie Marketplace's authorised payment gateway.

7.1.2. Payments may be made using the methods displayed on the Platform at the time of purchase.

7.1.3. All transactions are conducted in South African Rand (ZAR).

7.1.4. Tweedehandse Bruidjie Marketplace acts as a limited payment collection agent on behalf of Sellers, holding Buyer funds securely until the order is completed in accordance with these Terms.

7.1.5. Buyers must ensure that all payment details provided are accurate and valid. Tweedehandse Bruidjie Marketplace will not be liable for failed or delayed payments due to incorrect information.

7.1.6. Payments will not be processed or released until they have been verified and approved by the authorised payment service provider.

7.2. Holding and Release of Funds

7.2.1. Buyer payments are held by Tweedehandse Bruidjie Marketplace until the Buyer confirms receipt of the item or until the order is finalised in accordance with clause 7.3.

7.2.2. Once confirmation is received, Tweedehandse Bruidjie Marketplace releases the funds to the Seller's wallet.

7.2.3. Sellers may then either retain the funds for future purchases on the Platform or initiate a payout to their nominated bank account.

7.2.4. Tweedehandse Bruidjie Marketplace reserves the right to withhold or delay the

release of funds in cases involving disputes, suspected fraud, or incomplete verification.

7.3. Automatic Order Completion

7.3.1. If the Buyer does not confirm receipt or raise a dispute within forty-eight (48) hours of delivery, Tweedehandse Bruidjie Marketplace may automatically mark the order as complete.

7.3.2. Upon completion, payment is released to the Seller's wallet, and the transaction is deemed final.

7.3.3. Once payment is released, the Buyer forfeits the right to raise a refund or return claim, except where required under Section 6.

7.4. Seller Payouts

7.4.1. Sellers may request a payout of available wallet funds to their nominated South African bank account at any time.

7.4.2. All payouts are processed within one to three (7-14) business days, provided the Seller's banking details are valid and compliant.

7.4.3. Tweedehandse Bruidjie Marketplace will not be responsible for any delays or losses caused by incorrect banking information or third-party payment service interruptions.

7.4.4. Sellers must ensure that their account is fully verified before payouts can be processed. Verification may include proof of identity, address, or bank account ownership.

7.4.5. Tweedehandse Bruidjie Marketplace reserves the right to suspend or cancel payouts pending resolution of disputes, suspected fraud, or regulatory compliance checks.

7.5. Fees and Charges

7.5.1. The Buyer Protection Fee fee are paid solely by the Buyer and form part of the total amount payable at checkout.

7.5.2. The Seller receives 93.5% of the item price excluding delivery costs, without a transaction fee of 6.5% deducted by Tweedehandse Bruidjie Marketplace before a payout is made.

7.5.3. All fees are non-refundable under any circumstances, except when an order is cancelled before shipment due to the Seller's failure to dispatch the item.

7.5.4. Tweedehandse Bruidjie Marketplace reserves the right to adjust the amount or structure of its fees at any time. Updated fees will be published on the Platform and take effect immediately upon publication.

7.5.5. Continued use of the Platform following any fee adjustment constitutes acceptance of the revised fee structure.

7.6. Refunds Through the Payment Gateway

7.6.1. Refunds, where applicable, will be processed through the same payment method originally used for the purchase.

7.6.2. Refunds are subject to the timeframes and exclusions detailed in Section 6 of

these Terms.

7.6.3. Tweedehandse Bruidjie Marketplace bears no responsibility for any delays caused by banking institutions or third-party payment processors.

7.7. Withholding and Investigations

7.7.1. Tweedehandse Bruidjie Marketplace reserves the right to withhold payments or refunds if a User's account is under investigation for suspected fraud, chargebacks, or breach of these Terms.

7.7.2. Funds may remain on hold until the investigation is complete and a final determination is made by Tweedehandse Bruidjie Marketplace.

7.7.3. Tweedehandse Bruidjie Marketplace may share relevant transaction details with authorised financial institutions or regulatory bodies if legally required to do so.

7.8. Financial Liability Disclaimer

7.8.1. Tweedehandse Bruidjie Marketplace does not guarantee uninterrupted payment processing and is not liable for any payment gateway errors, bank delays, or technical issues beyond its control.

7.8.2. The company is not responsible for currency conversion fees, chargebacks, or losses resulting from third-party payment providers.

7.8.3. Users are solely responsible for ensuring that their banking details and account information are correct before initiating payments or withdrawals.

8. OFF-PLATFORM TRANSACTIONS AND LIABILITY

8.1. Definition and Scope

8.1.1. An Off-Platform Transaction refers to any sale, purchase, payment, or agreement between Users that is concluded outside the official Tweedehandse Bruidjie Marketplace payment and messaging systems.

8.1.2. This includes, without limitation, transactions arranged through private communication, social media, email, or any other channel not operated by the Platform.

8.1.3. Off-Platform Transactions fall entirely outside the control, supervision, and protection of Tweedehandse Bruidjie Marketplace.

8.2. Prohibition of Off-Platform Transactions

8.2.1. All transactions between Buyers and Sellers must be completed within the Platform using the authorised payment and communication systems.

8.2.2. Users are strictly prohibited from:

(a) Sharing personal contact details or social-media accounts for the purpose of arranging private transactions;

(b) Requesting or accepting payment outside the Platform;

(c) Offering discounts or incentives to complete a transaction privately; or

(d) Uploading listings intended solely to divert Buyers away from the Platform.
8.2.3. Any User found attempting to conclude or promote an Off-Platform Transaction may have their account permanently suspended without notice.

8.3. Loss of Protection and Rights

8.3.1. Users who participate in Off-Platform Transactions automatically forfeit all rights to Buyer Protection, refunds, returns, or dispute resolution assistance.

8.3.2. Tweedehandse Bruidjie Marketplace is under no obligation to mediate, refund, or compensate either party in relation to an Off-Platform Transaction.

8.3.3. Any claim, loss, or damage arising from such a transaction must be resolved directly between the Buyer and the Seller involved.

8.3.4. The company bears no responsibility for any representations, promises, or warranties made by Users outside the Platform.

8.4. Liability Disclaimer

8.4.1. Tweedehandse Bruidjie Marketplace does not verify, endorse, or guarantee any transaction or communication that occurs outside the Platform.

8.4.2. The company accepts no liability for any fraud, misrepresentation, non-delivery, damage, or loss related to Off-Platform Transactions.

8.4.3. Users acknowledge that engaging in such activity is done entirely at their own risk.

8.4.4. Tweedehandse Bruidjie Marketplace will not refund any service, transaction, or protection fees related to Off-Platform dealings.

8.5. Investigation and Enforcement

8.5.1. Tweedehandse Bruidjie Marketplace actively monitors messages and user activity to detect attempts to circumvent Platform payments.

8.5.2. If evidence of Off-Platform conduct is found, the company may immediately:

- (a) Suspend or terminate the User's account;
- (b) Cancel pending transactions;
- (c) Forfeit any wallet balances held by the User pending investigation; and
- (d) Restrict future access to the Platform.

8.5.3. The company reserves the right to share relevant information with financial institutions, law-enforcement agencies, or other affected parties if unlawful activity is suspected.

8.6. Indemnity

8.6.1. Users who participate in Off-Platform Transactions agree to indemnify and hold harmless Tweedehandse Bruidjie Marketplace, its directors, employees, and affiliates from any claim, loss, damage, or liability arising from such actions.

8.6.2. This indemnity extends to all costs, expenses, and legal fees incurred by the company as a result of investigating or responding to claims linked to Off-Platform activity.

8.7. Zero-Tolerance Policy

8.7.1. Tweedehandse Bruidjie Marketplace enforces a zero-tolerance approach to any User attempting to bypass the Platform.

8.7.2. Once an account is terminated for Off-Platform conduct, it cannot be reinstated.

8.7.3. The company may also deny access to any new account registered by or connected to a previously suspended User.

9. INDEMNITY AND LIMITATIONS OF LIABILITY

9.1. General Indemnity

9.1.1. All Users agree to indemnify, defend, and hold harmless Tweedehandse Bruidjie Marketplace, its directors, employees, agents, and affiliates against any claims, demands, losses, damages, costs, or expenses (including reasonable legal fees) arising from their use of the Platform.

9.1.2. This indemnity applies to any breach of these Terms, violation of law, infringement of third-party rights, or misuse of the Platform, including unauthorised access, content posting, or off-platform transactions.

9.1.3. Users remain personally responsible for their conduct and for any information, listings, or transactions carried out under their account.

9.2. Limitation of Liability

9.2.1. Tweedehandse Bruidjie Marketplace provides the Platform on an "as is" and "as available" basis without any express or implied warranties.

9.2.2. To the fullest extent permitted by law, Tweedehandse Bruidjie Marketplace disclaims all liability for any indirect, incidental, consequential, or punitive damages, including loss of profit, goodwill, or data, arising out of or connected to the use of the Platform.

9.2.3. The total aggregate liability of Tweedehandse Bruidjie Marketplace for any claim arising out of or related to the use of the Platform shall not exceed the total amount of fees actually paid by the User to Tweedehandse Bruidjie Marketplace for the specific transaction giving rise to the claim.

9.2.4. Tweedehandse Bruidjie Marketplace shall not be responsible for errors, interruptions, technical failures, or delays in the operation of the Platform or any external service providers.

9.3. Third-Party Services and Links

9.3.1. The Platform may contain links to third-party websites or services that are not owned or controlled by Tweedehandse Bruidjie Marketplace.

9.3.2. Tweedehandse Bruidjie Marketplace assumes no responsibility for the content, privacy policies, or practices of any third-party websites or services.

9.3.3. Users access such external websites or services entirely at their own risk.

9.4. User Responsibility for Loss or Damage

9.4.1. Users acknowledge that Tweedehandse Bruidjie Marketplace is not a party to any transaction between Buyers and Sellers and therefore cannot guarantee the quality, safety, legality, or authenticity of items listed.

9.4.2. Users accept full responsibility for verifying item details, authenticity, and Seller credibility prior to purchase.

9.4.3. Tweedehandse Bruidjie Marketplace shall not be held liable for any misrepresentation, non-delivery, damage, or loss suffered by any User in relation to transactions facilitated through or outside the Platform.

9.5. Force Majeure

9.5.1. Tweedehandse Bruidjie Marketplace shall not be liable for any delay or failure to perform its obligations caused by events beyond its reasonable control, including but not limited to acts of nature, war, terrorism, government restrictions, strikes, power failures, or technical malfunctions.

9.5.2. In such circumstances, obligations shall be suspended for the duration of the event, and performance shall resume as soon as reasonably possible.

9.6. Survival of Obligations

9.6.1. The indemnities, limitations of liability, and exclusions contained in this section shall survive the termination or suspension of a User's account and shall remain enforceable thereafter.

9.6.2. These provisions apply to the maximum extent permitted under South African law.

10. PROHIBITED ITEMS AND RESTRICTED LISTINGS

10.1. General Prohibition

10.1.1. Tweedehandse Bruidjie Marketplace is committed to maintaining a safe, lawful, and ethical environment for the sale of used wedding-related items.

10.1.2. Sellers are strictly prohibited from listing, promoting, or attempting to sell any items that are illegal, unsafe, infringe on intellectual property rights, or otherwise violate these Terms.

10.1.3. Any prohibited listing may be removed without notice, and the Seller's account may be suspended or permanently terminated.

10.2. Prohibited Items

The following categories of goods are expressly prohibited on the Platform:

- (a) Stolen goods, counterfeit items, or replicas presented as authentic;
- (b) Weapons, ammunition, explosives, or any form of firearm accessories;
- (c) Controlled substances, drugs, or paraphernalia associated with illegal use;
- (d) Alcohol, tobacco, or vaping products;

- (e) Hazardous materials, flammable liquids, or chemicals;
- (f) Adult, obscene, or sexually explicit content or materials;
- (g) Personal hygiene items, cosmetics, or food products that have been opened or used;
- (h) Medical devices, prescription drugs, or health supplements;
- (i) Items that infringe on copyright, trademarks, or other intellectual property rights;
- (j) Items recalled by manufacturers or regulatory authorities;
- (k) Live animals, animal remains, or any part derived from protected species; and
- (l) Any other item deemed inappropriate or unsafe at the sole discretion of Tweedehandse Bruidjie Marketplace.

10.3. **Restricted Listings**

10.3.1. Certain items may be listed only under specific conditions and with clear disclosure of all relevant information, including condition, authenticity, and lawful resale rights.

10.3.2. These include:

- (a) Digital goods such as templates or designs, provided they are original and sold with proper usage rights;
- (b) Handmade or customised items, provided they are accurately described and comply with all applicable laws;
- (c) Second-hand clothing or accessories, provided they are clean, hygienic, and accurately represented; and
- (d) Decor or event materials that may have been previously used, provided they are safe and functional.

10.3.3. Tweedehandse Bruidjie Marketplace reserves the right to request proof of authenticity, purchase receipts, or ownership for any restricted item before allowing the listing to remain active.

10.4. **Infringement of Intellectual Property**

10.4.1. Sellers may not list or sell any items that infringe on copyrights, trademarks, design rights, or patents owned by third parties.

10.4.2. Any claim of intellectual property infringement must be reported immediately to marketplace@tweedehandsebruidjie.co.za with supporting documentation.

10.4.3. Tweedehandse Bruidjie Marketplace will review such claims and may remove infringing content or suspend the Seller's account while the matter is investigated.

10.4.4. Sellers found to be in repeated violation of intellectual property rights may be permanently banned from using the Platform.

10.5. **Counterfeit and Misrepresented Items**

10.5.1. Sellers must not list counterfeit, fake, or imitation products under any circumstances.

10.5.2. Any item found to be counterfeit or materially misrepresented will be immediately removed, and the Seller may face account termination.

10.5.3. Buyers who unknowingly purchase counterfeit items may request a refund under the conditions of Section 6 of these Terms.

10.5.4. Tweedehandse Bruidjie Marketplace may, at its discretion, report counterfeit activity to relevant authorities.

10.6. Listing Accuracy and Honesty

10.6.1. All listings must accurately describe the item's condition, size, brand, and any visible defects or signs of wear.

10.6.2. Sellers may not use misleading titles, stock images, or vague descriptions that could deceive potential Buyers.

10.6.3. Any attempt to manipulate or misrepresent an item's value, brand, or authenticity may result in suspension or permanent removal from the Platform.

10.7. Monitoring and Enforcement

10.7.1. Tweedehandse Bruidjie Marketplace reserves the right to monitor listings and communications for compliance with these Terms.

10.7.2. The company may remove any content or item that it deems inappropriate, unsafe, or in violation of these Terms without prior notice.

10.7.3. Repeated violations of this Section may result in permanent suspension of the User's account and forfeiture of any pending funds or wallet balances.

10.7.4. Tweedehandse Bruidjie Marketplace may also report unlawful activity or prohibited goods to relevant law enforcement or regulatory agencies.

11. RIGHTS AND OBLIGATIONS OF TWEDEHANDSE BRUIDJIE MARKETPLACE

11.1. Role of Tweedehandse Bruidjie Marketplace

11.1.1. Tweedehandse Bruidjie Marketplace operates solely as an online platform that connects Buyers and Sellers of used wedding-related items.

11.1.2. The company does not buy, sell, manufacture, store, inspect, or own any of the items listed by Users.

11.1.3. All transactions conducted through the Platform are private agreements between the Buyer and the Seller, and Tweedehandse Bruidjie Marketplace acts only as a facilitator.

11.1.4. By using the Platform, Users acknowledge and accept that Tweedehandse Bruidjie Marketplace has no control over the legality, quality, or authenticity of items offered for sale.

11.2. Platform Management and Authority

11.2.1. Tweedehandse Bruidjie Marketplace reserves the right to manage, modify, and maintain the Platform, including updates, improvements, or temporary suspensions for maintenance purposes.

11.2.2. The company may, at its sole discretion, add, remove, or change Platform features, policies, or fees without prior notice.

11.2.3. Tweedehandse Bruidjie Marketplace retains full authority to remove any

listing, content, or account that violates these Terms or that is deemed misleading, fraudulent, or inappropriate.

11.2.4. The company reserves the right to restrict or terminate access to any User account if it reasonably believes that such action is necessary to protect the Platform, other Users, or the company's interests.

11.3. Account Suspension and Termination

11.3.1. Tweedehandse Bruidjie Marketplace may suspend, restrict, or permanently terminate any User account that:

- (a) Violates these Terms or applicable laws;
- (b) Engages in fraudulent, abusive, or harmful conduct;
- (c) Attempts to conduct off-platform transactions;
- (d) Provides false, misleading, or incomplete information during registration or verification; or
- (e) Fails to cooperate during investigations into disputes or complaints.

11.3.2. In cases of termination, Tweedehandse Bruidjie Marketplace may withhold or cancel pending transactions, payments, or wallet balances until investigations are complete.

11.3.3. Terminated Users are prohibited from re-registering under a different account or identity.

11.4. Content Rights and Use

11.4.1. By uploading or posting content to the Platform, including images, descriptions, or text, Users grant Tweedehandse Bruidjie Marketplace a non-exclusive, royalty-free, worldwide licence to use, reproduce, display, and distribute such content for the operation and promotion of the Platform.

11.4.2. Users confirm that they have the legal right to upload such content and that it does not infringe on any intellectual property rights or privacy laws.

11.4.3. Tweedehandse Bruidjie Marketplace reserves the right to remove any content that it deems inappropriate, false, or infringing.

11.4.4. The company will not be liable for any loss or claim arising from the removal, modification, or restriction of content on the Platform.

11.5. User Verification and Compliance

11.5.1. Tweedehandse Bruidjie Marketplace may request identification, proof of address, or verification documents from Users at any time to comply with legal, tax, or financial regulations.

11.5.2. Failure to provide requested documents may result in account suspension or restricted functionality.

11.5.3. The company reserves the right to withhold or delay payments until the verification process is satisfactorily completed.

11.5.4. Tweedehandse Bruidjie Marketplace complies with all applicable South African laws, including those related to data protection, e-commerce, and consumer rights.

11.6. Liability and Disclaimer

11.6.1. Tweedehandse Bruidjie Marketplace is not liable for any inaccuracies, omissions, or delays caused by third-party service providers, couriers, or payment processors.

11.6.2. The company provides the Platform "as is" and does not guarantee continuous, error-free, or uninterrupted access.

11.6.3. Users acknowledge that the Platform may occasionally experience maintenance interruptions, technical malfunctions, or limited access due to factors beyond the company's control.

11.6.4. Tweedehandse Bruidjie Marketplace shall not be held liable for any loss of profit, data, or goodwill resulting from such interruptions.

11.7. Discretionary Assistance and Mediation

11.7.1. Tweedehandse Bruidjie Marketplace may, at its sole discretion, assist in mediating disputes between Buyers and Sellers but is under no legal obligation to do so.

11.7.2. Any assistance provided by the company does not constitute an admission of liability or create a binding legal obligation.

11.7.3. Decisions made by Tweedehandse Bruidjie Marketplace in connection with disputes or mediation are final and binding.

11.8. Reservation of Rights

11.8.1. Tweedehandse Bruidjie Marketplace reserves all rights not expressly granted in these Terms.

11.8.2. The company may pursue legal action against any User whose conduct harms, disrupts, or damages the Platform, its reputation, or its Users.

11.8.3. Nothing in these Terms limits Tweedehandse Bruidjie Marketplace's rights under applicable law to seek damages, injunctions, or other legal remedies.

12. INTELLECTUAL PROPERTY

12.1. Ownership of Platform Content

12.1.1. All intellectual property rights in and to the Platform, including its design, layout, software, database, trademarks, trade names, logos, and all other related materials, are and shall remain the exclusive property of Tweedehandse Bruidjie Marketplace (Pty) Ltd.

12.1.2. Except as expressly permitted by these Terms, no part of the Platform or its content may be copied, reproduced, modified, distributed, transmitted, displayed, published, or used for any commercial purpose without prior written consent from Tweedehandse Bruidjie Marketplace.

12.1.3. Unauthorised use of any intellectual property belonging to Tweedehandse

Bruidjie Marketplace constitutes a violation of these Terms and may result in legal action.

12.2. User-Generated Content

12.2.1. Users retain ownership of any content they create or upload to the Platform, including images, text, and descriptions.

12.2.2. By submitting or posting content, Users grant Tweedehandse Bruidjie Marketplace a non-exclusive, worldwide, royalty-free, and transferable licence to use, display, reproduce, modify, adapt, and distribute the content for the purpose of operating and promoting the Platform.

12.2.3. This licence remains valid for as long as the content remains published on the Platform or related media channels.

12.2.4. Users confirm that all content submitted is original or that they have the lawful right to use and share it, and that it does not infringe upon any third-party rights.

12.2.5. Tweedehandse Bruidjie Marketplace may remove or restrict access to any content that violates these Terms, infringes on intellectual property rights, or is otherwise deemed inappropriate.

12.3. Trademarks and Branding

12.3.1. The name "Tweedehandse Bruidjie Marketplace" and all associated logos, designs, domain names, and slogans are registered or unregistered trademarks owned exclusively by Tweedehandse Bruidjie Marketplace (Pty) Ltd.

12.3.2. Users are strictly prohibited from using, reproducing, or referencing any trademarks, logos, or branding of Tweedehandse Bruidjie Marketplace without prior written authorisation.

12.3.3. Any unauthorised use of the company's trademarks or visual identity may result in immediate account suspension and legal proceedings.

12.4. Third-Party Intellectual Property

12.4.1. All other trademarks, logos, and product names appearing on the Platform that are not owned by Tweedehandse Bruidjie Marketplace belong to their respective owners.

12.4.2. The use of third-party trademarks or brand names on the Platform is solely for identification purposes and does not imply any endorsement or partnership.

12.4.3. Tweedehandse Bruidjie Marketplace is not responsible for content uploaded by Users that infringes upon the rights of third parties.

12.5. Reporting Intellectual Property Violations

12.5.1. Tweedehandse Bruidjie Marketplace respects the intellectual property rights of others and expects Users to do the same.

12.5.2. Any individual or entity who believes that their intellectual property rights have been infringed on the Platform must notify Tweedehandse Bruidjie Marketplace in writing at marketplace@tweedehandsebruidjie.co.za.

12.5.3. The notice must include:

- (a) Identification of the copyrighted or trademarked material claimed to be infringed;
- (b) A description of where the infringing content is located on the Platform;
- (c) Contact information of the complaining party; and
- (d) A statement made in good faith that the use of the material is unauthorised.

12.5.4. Tweedehandse Bruidjie Marketplace will investigate all valid reports and may remove or restrict access to the disputed content.

12.5.5. Users found to be in repeated violation of intellectual property rights may have their accounts permanently terminated.

12.6. **Reservation of Rights**

12.6.1. All rights not expressly granted in this Section are reserved by Tweedehandse Bruidjie Marketplace.

12.6.2. Nothing in these Terms shall be interpreted as granting Users any ownership rights or licences beyond what is explicitly stated.

12.6.3. Tweedehandse Bruidjie Marketplace retains the right to pursue legal remedies for any unauthorised use or infringement of its intellectual property.

13. COMPLAINTS, RETURNS, AND DISPUTES

13.1. **General Complaints Procedure**

13.1.1. Tweedehandse Bruidjie Marketplace aims to provide a transparent and fair environment for both Buyers and Sellers.

13.1.2. Users who wish to lodge a complaint regarding a transaction, service, or another User must do so in writing via marketplace@tweedehandsebruidjie.co.za.

13.1.3. Complaints should include clear details of the issue, relevant order information, and supporting evidence such as photographs, messages, or receipts.

13.1.4. Tweedehandse Bruidjie Marketplace will acknowledge receipt of the complaint within five (5) business days and may request further information where necessary.

13.1.5. The company will investigate all valid complaints and aim to provide a response or resolution within twenty-one (21) days of receiving all necessary information.

13.2. **Returns Policy**

13.2.1. Returns are permitted only under the circumstances outlined in Section 6 of these Terms, specifically where the item received materially differs from its description or is damaged on arrival.

13.2.2. All return requests must be submitted within forty-eight (48) hours of receiving the item. Requests made after this period will not be considered.

13.2.3. The Buyer must provide clear photographic evidence to support the return

request.

13.2.4. The Seller must respond to return requests within forty-eight (48) hours of notification.

13.2.5. If the Seller fails to respond within this period, Tweedehandse Bruidjie Marketplace may intervene to finalise the matter at its sole discretion.

13.2.6. The Buyer is responsible for the cost of return shipping, unless otherwise agreed in writing between the Buyer and Seller.

13.2.7. Returned items must be in the same condition as received. Tweedehandse Bruidjie Marketplace reserves the right to deny refunds for items that show signs of use, alteration, or damage not present at the time of delivery.

13.3. Dispute Resolution Between Users

13.3.1. Tweedehandse Bruidjie Marketplace encourages Buyers and Sellers to resolve disputes directly and in good faith through the Platform's communication system.

13.3.2. If Users cannot reach a mutual resolution, either party may escalate the matter by contacting marketplace@tweedehandsebruidjie.co.za within twenty-one (21) days of the transaction.

13.3.3. The company may review transaction records, communications, and evidence before making a determination.

13.3.4. Tweedehandse Bruidjie Marketplace may, at its sole discretion, make a final decision on the dispute. Such decisions are binding on all parties.

13.3.5. Users agree to cooperate fully by providing all requested documentation and correspondence during the investigation process.

13.3.6. Failure by either party to respond within forty-eight (48) hours of a request may result in a decision being made in favour of the cooperating party.

13.4. Platform's Role in Disputes

13.4.1. Tweedehandse Bruidjie Marketplace acts as a neutral intermediary and is not a party to the sales contract between Buyers and Sellers.

13.4.2. The company's role in disputes is limited to facilitating communication and, where appropriate, assisting in determining whether refund or return conditions have been met.

13.4.3. Tweedehandse Bruidjie Marketplace does not guarantee a specific outcome in disputes and bears no liability for the conduct or performance of any User.

13.4.4. All determinations made by Tweedehandse Bruidjie Marketplace are final and not subject to appeal.

13.5. Fraudulent or Abusive Claims

13.5.1. Any User found to be making false, exaggerated, or malicious complaints or refund claims may have their account permanently suspended.

13.5.2. Tweedehandse Bruidjie Marketplace reserves the right to withhold payments or funds from Users suspected of engaging in fraudulent behaviour.

13.5.3. Fraudulent activity may be reported to relevant law enforcement or regulatory authorities.

13.6. Resolution Timelines

13.6.1. Tweedehandse Bruidjie Marketplace strives to resolve disputes within thirty (30) working days, depending on the complexity of the matter.

13.6.2. Delays may occur if Users fail to provide necessary information or evidence within the requested timeframe.

13.6.3. Once a dispute has been finalised, the decision will be communicated to all parties in writing, and any related refunds or releases of funds will be processed accordingly.

13.7. Final Determination and Closure

13.7.1. Once Tweedehandse Bruidjie Marketplace has made a determination on a dispute or complaint, the matter will be considered closed.

13.7.2. Users may not re-submit the same complaint or dispute once a final decision has been issued.

13.7.3. Tweedehandse Bruidjie Marketplace reserves the right to restrict or terminate the accounts of Users who repeatedly engage in disputes or complaints found to be without merit.

14. PROCESSING OF PERSONAL DATA AND PRIVACY POLICY

14.1. General Commitment to Privacy

14.1.1. Tweedehandse Bruidjie Marketplace respects the privacy of all Users and is committed to protecting personal information in accordance with the Protection of Personal Information Act 4 of 2013 (POPIA) of South Africa.

14.1.2. By using the Platform, Users consent to the collection, processing, and storage of their personal data as outlined in this Section and in the company's full Privacy Policy, available on the Platform.

14.1.3. Tweedehandse Bruidjie Marketplace collects only the data necessary to provide and improve its services, ensure user safety, and comply with applicable laws.

14.2. Data Collected

14.2.1. The Platform may collect and process the following categories of personal data:

- (a) Identification information, including name, surname, and contact details;
- (b) Account credentials and login details;
- (c) Payment and billing information necessary for transactions;
- (d) Delivery information, including addresses and courier details;
- (e) Communications between Users and the Platform; and
- (f) Usage data, device details, and browsing activity to improve Platform performance.

14.2.2. Tweedehandse Bruidjie Marketplace does not collect or store payment card

details directly. All payment data is securely processed by authorised third-party payment providers.

14.3. Purpose of Data Processing

14.3.1. Tweedehandse Bruidjie Marketplace processes personal data to:

- (a) Facilitate transactions between Buyers and Sellers;
- (b) Verify User identities and prevent fraud;
- (c) Process payments, refunds, and payouts;
- (d) Communicate updates, notifications, and service-related information;
- (e) Enforce these Terms and resolve disputes; and
- (f) Comply with legal, regulatory, and tax obligations.

14.3.2. Personal data is not used for purposes unrelated to the operation of the Platform without prior consent from the User.

14.4. Data Retention and Storage

14.4.1. Tweedehandse Bruidjie Marketplace retains User data only for as long as necessary to fulfil the purposes for which it was collected or as required by law.

14.4.2. Once data is no longer required, it will be securely deleted or anonymised.

14.4.3. The company employs industry-standard security measures, including encryption, secure servers, and access controls, to protect User information from unauthorised access, loss, or misuse.

14.5. Data Sharing and Disclosure

14.5.1. Tweedehandse Bruidjie Marketplace may share limited personal data with third parties strictly as necessary to provide services, including payment processors, courier companies, and verification partners.

14.5.2. All third parties handling User data are required to comply with equivalent data protection obligations under POPIA or relevant privacy laws.

14.5.3. Tweedehandse Bruidjie Marketplace does not sell, rent, or disclose User data to third parties for marketing purposes.

14.5.4. User data may be disclosed if required by law, court order, or regulatory authority, or to prevent, detect, or investigate fraud or illegal activity.

14.6. User Rights Under POPIA

14.6.1. Users have the right to:

- (a) Access their personal data held by Tweedehandse Bruidjie Marketplace;
- (b) Request correction or deletion of inaccurate or outdated information;
- (c) Object to the processing of their data under lawful grounds; and
- (d) Withdraw consent for data processing where applicable.

14.6.2. Requests related to personal data must be made in writing to marketplace@tweedehandsebruidjie.co.za.

14.6.3. Tweedehandse Bruidjie Marketplace may require verification of identity before processing such requests.

14.7. Cookies and Tracking Technologies

14.7.1. The Platform uses cookies and similar technologies to enhance User experience, analyse performance, and improve functionality.

14.7.2. Users can control cookie preferences through their browser settings, though disabling cookies may affect Platform functionality.

14.7.3. By continuing to use the Platform, Users consent to the use of cookies in accordance with the Privacy Policy.

14.8. Cross-Border Data Transfers

14.8.1. Personal data may be transferred or stored in countries outside South Africa where data protection standards may differ.

14.8.2. Tweedehandse Bruidjie Marketplace ensures that any such transfers comply with POPIA and that adequate safeguards are in place to protect User data.

14.9. Data Breach Notification

14.9.1. In the event of a confirmed data breach that compromises personal information, Tweedehandse Bruidjie Marketplace will notify affected Users and the relevant authorities in accordance with POPIA requirements.

14.9.2. The notification will include details of the breach, the nature of the affected data, and measures taken to mitigate the impact.

14.10. Privacy Policy Updates

14.10.1. Tweedehandse Bruidjie Marketplace reserves the right to amend or update its Privacy Policy from time to time.

14.10.2. Any significant changes will be communicated through the Platform or via email.

14.10.3. Continued use of the Platform following such updates constitutes acceptance of the revised Privacy Policy.

15. AMENDMENTS TO TERMS AND CONDITIONS

15.1. Right to Amend

15.1.1. Tweedehandse Bruidjie Marketplace reserves the right to modify, update, or replace any part of these Terms and Conditions at its sole discretion.

15.1.2. Amendments may be made to reflect changes in the law, improvements to the Platform, or adjustments in company policies, fees, or procedures.

15.1.3. Any amendments will take effect immediately upon publication on the Platform, unless otherwise stated.

15.2. User Notification

15.2.1. Users will be notified of significant amendments through the Platform, email, or other official communication channels.

15.2.2. It is the responsibility of each User to review the Terms and Conditions periodically to remain informed of any changes.

15.2.3. Continued use of the Platform after amendments have been published constitutes acceptance of the updated Terms and Conditions.

15.2.4. Users who do not agree with any amendment must cease using the Platform immediately and may request account closure in writing.

15.3. Effect of Amendments

15.3.1. All amendments shall apply to both existing and new Users from the date of publication, unless stated otherwise.

15.3.2. Amendments will not affect transactions already completed or disputes already in progress prior to the date of change.

15.3.3. Tweedehandse Bruidjie Marketplace shall not be held liable for any misunderstanding or loss resulting from a User's failure to review the most current version of these Terms.

15.4. Access to Updated Terms

15.4.1. The most recent version of these Terms and Conditions will always be available on the official Tweedehandse Bruidjie Marketplace website.

15.4.2. Users are encouraged to download or print copies of the Terms for their records.

15.4.3. Any prior versions of these Terms shall be superseded by the most recent version published on the Platform.

15.5. Interpretation of Amendments

15.5.1. In the event of ambiguity or conflict between the previous and updated versions of these Terms, the most recently published version shall prevail.

15.5.2. Tweedehandse Bruidjie Marketplace reserves the right to interpret the meaning and application of its Terms, and its interpretation shall be final and binding.

16. DISCLAIMERS AND LIMITATIONS OF LIABILITY

16.1. General Disclaimer

16.1.1. Tweedehandse Bruidjie Marketplace provides the Platform on an "as is" and "as available" basis.

16.1.2. The company makes no representations or warranties, express or implied, regarding the accuracy, reliability, or completeness of any information, listings, or content on the Platform.

16.1.3. Tweedehandse Bruidjie Marketplace does not guarantee that the Platform will always function without interruption, error, or technical issues.

16.1.4. Users acknowledge that their use of the Platform is entirely at their own risk and discretion.

16.2. No Warranty on User Content

16.2.1. All content, listings, and materials uploaded by Users are the sole responsibility of the User who posted them.

16.2.2. Tweedehandse Bruidjie Marketplace does not verify, endorse, or guarantee the authenticity, quality, legality, or condition of any item listed by Sellers.

16.2.3. Buyers and Sellers are solely responsible for verifying information before entering into a transaction.

16.2.4. The company will not be liable for any misrepresentation, omission, or inaccuracy contained in a listing.

16.3. Limitation of Liability

16.3.1. To the fullest extent permitted by South African law, Tweedehandse Bruidjie Marketplace, its directors, employees, and affiliates shall not be liable for any indirect, incidental, consequential, or punitive damages, including loss of profits, data, or goodwill, arising out of or in connection with the use of the Platform.

16.3.2. The total liability of Tweedehandse Bruidjie Marketplace to any User for any claim arising out of or relating to these Terms shall not exceed the total amount of fees actually paid by that User to Tweedehandse Bruidjie Marketplace for the specific transaction in question.

16.3.3. Tweedehandse Bruidjie Marketplace shall not be held liable for any damage or loss resulting from unauthorised access to User accounts, data breaches, technical failures, or interruptions beyond its reasonable control.

16.4. Third-Party Services and External Links

16.4.1. The Platform may contain links to third-party websites or services for convenience.

16.4.2. Tweedehandse Bruidjie Marketplace does not control or endorse these external websites and is not responsible for their content, accuracy, or practices.

16.4.3. Users access third-party sites entirely at their own risk and are subject to the terms and privacy policies of those sites.

16.5. Indemnity for User Conduct

16.5.1. Users agree to indemnify and hold harmless Tweedehandse Bruidjie Marketplace, its directors, employees, and affiliates against all claims, damages, losses, or expenses (including reasonable legal fees) arising out of:

- (a) Breach of these Terms;
- (b) Misuse of the Platform or any of its services;
- (c) Violation of any third-party rights; or
- (d) Engagement in off-platform or fraudulent transactions.

16.5.2. Tweedehandse Bruidjie Marketplace reserves the right to assume exclusive

defence and control of any matter subject to indemnification under this clause, at the User's expense.

16.6. Force Majeure

16.6.1. Tweedehandse Bruidjie Marketplace shall not be liable for any delay, failure, or interruption in performance resulting from circumstances beyond its reasonable control, including but not limited to natural disasters, fires, floods, pandemics, acts of government, strikes, power outages, or network failures.

16.6.2. During such events, obligations under these Terms shall be suspended for the duration of the event, and performance shall resume as soon as reasonably possible.

16.7. Survival of Limitation

16.7.1. The exclusions, disclaimers, and limitations of liability set out in this Section shall survive the termination or suspension of a User's account and continue to apply thereafter.

16.7.2. Nothing in these Terms shall exclude or limit any liability that cannot be excluded or limited under applicable South African law.

17. INDEMNITY

17.1. User Indemnification Obligation

17.1.1. Each User agrees to fully indemnify, defend, and hold harmless Tweedehandse Bruidjie Marketplace (Pty) Ltd, its directors, employees, agents, partners, and affiliates from and against any and all claims, damages, losses, liabilities, costs, and expenses (including reasonable legal fees) arising directly or indirectly from:

- (a) The User's access to or use of the Platform;
- (b) Any breach of these Terms and Conditions or applicable law;
- (c) Any infringement of intellectual property, privacy, or other rights of third parties; or
- (d) Any negligent, fraudulent, or unlawful conduct by the User.

17.1.2. This indemnity applies regardless of whether the claim arises from the actions of the User, their representatives, or anyone acting on their behalf.

17.1.3. Users acknowledge that this obligation extends to all matters, including those arising from content posted, items listed, or transactions concluded through the Platform.

17.2. Company Rights in the Event of a Claim

17.2.1. Tweedehandse Bruidjie Marketplace reserves the right, at its own discretion and expense, to assume full control and defence of any matter subject to indemnification under this Section.

17.2.2. In such cases, the User shall cooperate fully and provide all information, documents, and assistance reasonably requested by the company.

17.2.3. The User may not settle any claim or admit liability without prior written consent from Tweedehandse Bruidjie Marketplace.

17.3. Scope and Duration of Indemnity

17.3.1. The indemnity provided under this Section shall survive the termination, suspension, or expiration of the User's account.

17.3.2. Tweedehandse Bruidjie Marketplace retains the right to recover any losses or costs incurred due to the User's breach or misconduct, even after the User has ceased using the Platform.

17.3.3. This indemnity is cumulative of, and in addition to, any other rights or remedies available to Tweedehandse Bruidjie Marketplace under applicable law.

17.4. No Waiver of Rights

17.4.1. Failure by Tweedehandse Bruidjie Marketplace to enforce any part of this indemnity shall not constitute a waiver of its rights or limit its ability to enforce this Section at a later stage.

17.4.2. Each clause in this Section operates independently, and if any part is found unenforceable, the remaining provisions shall continue to have full force and effect.

18. DISPUTE RESOLUTION

18.1. Good Faith Resolution

18.1.1. Tweedehandse Bruidjie Marketplace encourages all Users to act in good faith when resolving disputes and to attempt to reach an amicable settlement through communication before pursuing formal action.

18.1.2. Users must first notify Tweedehandse Bruidjie Marketplace in writing of any dispute, providing full details of the issue, supporting evidence, and any relevant correspondence.

18.1.3. The company will acknowledge receipt of the dispute within five (5) business days and may request further information to assist in resolving the matter informally.

18.2. Internal Review Process

18.2.1. Tweedehandse Bruidjie Marketplace may, at its discretion, review the dispute and mediate between the parties to reach a fair resolution.

18.2.2. If a resolution cannot be achieved through internal mediation, the matter may be referred for external dispute resolution as set out below.

18.2.3. Tweedehandse Bruidjie Marketplace's findings or recommendations following internal review shall not be legally binding unless expressly confirmed in writing by all parties.

18.3. Alternative Dispute Resolution (ADR)

18.3.1. Where informal mediation fails, parties may agree to refer the dispute to

independent mediation or arbitration before resorting to court proceedings.

18.3.2. The mediation or arbitration shall be conducted in accordance with the rules of the Arbitration Foundation of Southern Africa (AFSA) or another mutually agreed authority.

18.3.3. The arbitration shall take place in English and, unless otherwise agreed, in the Republic of South Africa.

18.3.4. The decision of the arbitrator shall be final and binding on all parties, and may be made an order of court by either party.

18.4. Jurisdiction and Governing Law

18.4.1. These Terms and any disputes arising from or related to the use of the Platform shall be governed by and construed in accordance with the laws of the Republic of South Africa.

18.4.2. Subject to clause 18.3, Users agree that the courts of South Africa shall have exclusive jurisdiction over all disputes arising from these Terms or from any transaction conducted through the Platform.

18.4.3. Users waive any objection to the jurisdiction of South African courts based on location, convenience, or forum non conveniens.

18.5. Costs and Legal Fees

18.5.1. Each party shall bear its own legal costs and expenses in relation to any dispute unless otherwise determined by the arbitrator or court.

18.5.2. Tweedehandse Bruidjie Marketplace reserves the right to recover reasonable legal costs where it is the successful party in defending any claim brought by a User.

18.6. Continuing Obligations During Dispute

18.6.1. The existence of a dispute does not suspend or exempt Users from performing their obligations under these Terms.

18.6.2. Tweedehandse Bruidjie Marketplace may continue to enforce its rights and take action to protect its interests while a dispute is pending.

18.7. Finality of Resolution

18.7.1. Any settlement, arbitration award, or court judgment arising from a dispute under these Terms shall be final and binding.

18.7.2. Users agree not to pursue any further claims arising from the same facts once a final decision has been rendered.

19. TERMINATION

19.1. Termination by Tweedehandse Bruidjie Marketplace

19.1.1. Tweedehandse Bruidjie Marketplace may, at its sole discretion, suspend, restrict, or permanently terminate a User's account or access to the Platform at any time and without prior notice if:

- (a) The User breaches any provision of these Terms;

- (b) The User engages in fraudulent, abusive, or illegal activity;
- (c) The User attempts to conduct off-platform transactions;
- (d) The company reasonably suspects misuse, security threats, or non-compliance with applicable laws; or
- (e) The User fails to cooperate during an investigation.

19.1.2. In such cases, Tweedehandse Bruidjie Marketplace may withhold, cancel, or forfeit pending payments or wallet balances pending final resolution of any disputes or investigations.

19.1.3. Termination shall take effect immediately upon notification to the User, unless otherwise stated.

19.2. Termination by the User

19.2.1. A User may terminate their account at any time by submitting a written request to marketplace@tweedehandsebruidjie.co.za.

19.2.2. All outstanding transactions, payments, or disputes must be resolved before account closure can be completed.

19.2.3. Once termination is confirmed, the User will lose access to their account, including any remaining wallet balance or transaction history.

19.3. Effect of Termination

19.3.1. Termination of an account does not release the User from any obligations incurred prior to termination, including payment, indemnity, or dispute obligations.

19.3.2. Tweedehandse Bruidjie Marketplace reserves the right to retain transaction records, communication logs, and necessary personal data as required by law or for legitimate business purposes.

19.3.3. Any rights or remedies accrued prior to termination shall survive and remain enforceable.

19.4. Consequences of Breach

19.4.1. Users whose accounts are terminated for breach of these Terms may be permanently banned from re-registering or accessing the Platform in the future.

19.4.2. Tweedehandse Bruidjie Marketplace may pursue legal action or damages for any losses caused by the User's conduct.

19.4.3. The company may also report unlawful activity to law enforcement or relevant authorities where appropriate.

19.5. Suspension for Maintenance or Compliance

19.5.1. Tweedehandse Bruidjie Marketplace may temporarily suspend Platform access to conduct maintenance, updates, or compliance checks.

19.5.2. Such suspension shall not constitute termination and will not affect the validity of these Terms.

19.6. Survival of Key Provisions

19.6.1. The following sections shall survive termination or account closure:

- (a) Section 6 – Refunds, Returns, and Disputes;
- (b) Section 8 – Off-Platform Transactions and Liability;
- (c) Section 9 – Indemnity and Limitations of Liability;
- (d) Section 12 – Intellectual Property; and
- (e) Section 16 – Disclaimers and Limitations of Liability.

19.6.2. These provisions shall remain in effect to the fullest extent necessary to protect the rights and interests of Tweedehandse Bruidjie Marketplace.

20. FINAL PROVISIONS

20.1. **Entire Agreement**

20.1.1. These Terms and Conditions, together with any policies or notices referenced herein, constitute the entire agreement between Tweedehandse Bruidjie Marketplace and the User.

20.1.2. This agreement supersedes all prior understandings, communications, or representations, whether written or oral, regarding the use of the Platform.

20.2. **No Partnership or Agency**

20.2.1. Nothing in these Terms shall be construed as creating any partnership, joint venture, employment, or agency relationship between Tweedehandse Bruidjie Marketplace and any User.

20.2.2. Users act solely in their personal capacity, and no User has authority to bind Tweedehandse Bruidjie Marketplace in any manner.

20.3. **Severability**

20.3.1. If any provision of these Terms is held to be invalid, illegal, or unenforceable by a court of competent jurisdiction, such provision shall be removed or limited to the minimum extent necessary.

20.3.2. The remaining provisions shall remain valid, binding, and enforceable in full.

20.4. **Waiver**

20.4.1. Failure or delay by Tweedehandse Bruidjie Marketplace to enforce any right or provision under these Terms shall not constitute a waiver of such right or provision.

20.4.2. Any waiver must be expressly made in writing and signed by an authorised representative of Tweedehandse Bruidjie Marketplace.

20.5. **Assignment**

20.5.1. Users may not assign, transfer, or delegate any of their rights or obligations under these Terms without prior written consent from Tweedehandse Bruidjie Marketplace.

20.5.2. Tweedehandse Bruidjie Marketplace may assign or transfer its rights and

obligations under these Terms to a successor entity, affiliate, or purchaser without prior notice, provided such transfer does not materially affect Users' rights.

20.6. Notices and Communication

20.6.1. All notices, queries, or legal communications must be addressed in writing to:

Tweedehandse Bruidjie Marketplace (Pty) Ltd

Email: marketplace@tweedehandsebruidjie.co.za

20.6.2. Notices will be deemed received when acknowledged in writing by Tweedehandse Bruidjie Marketplace or confirmed through the Platform's official communication channels.

20.6.3. Tweedehandse Bruidjie Marketplace may issue notices or updates via the Platform, email, or SMS, which Users agree to accept as valid communication.

20.7. Governing Law and Jurisdiction

20.7.1. These Terms and all related matters shall be governed by and interpreted in accordance with the laws of the Republic of South Africa.

20.7.2. Users agree that, subject to Section 18 (Dispute Resolution), any legal action shall be brought before the competent courts of South Africa.

20.8. Effective Date

20.8.1. These Terms and Conditions shall take effect on the date of their publication on the Tweedehandse Bruidjie Marketplace Platform and shall remain in force until amended or replaced.

20.8.2. Continued use of the Platform constitutes acceptance of these Terms as amended from time to time.

20.9. Acknowledgment

20.9.1. By registering an account, accessing the Platform, or engaging in any transaction, the User confirms that they have read, understood, and agreed to be bound by these Terms and Conditions.

