

Replacement Policy

At Hero Marketplace, we are committed to providing our customers with the highest quality agricultural products and services. If you encounter any issues with your purchase, we offer a hassle-free replacement policy to ensure your satisfaction.

Eligibility for Replacement:

1. **Damaged or Defective Products:** If you receive a product that is damaged during transit or has manufacturing defects, you are eligible for a replacement.
2. **Quality Concerns:** In the event that you receive products that do not meet the specified quality standards or are significantly different from what was described in the listing, you may request a replacement.
3. **Order Discrepancies:** If there is a discrepancy between the ordered items and the delivered items, you may be eligible for a replacement of the missing or incorrect product.

Conditions for Replacement:

1. **Reporting Timeframe:** To be eligible for a replacement, you must report the issue within 3 days of receiving the product.
2. **Product Condition:** The product must be unused and in its original condition, with all packaging and labels intact.
3. **Proof of Purchase:** You must provide proof of purchase, such as the order number or receipt, when requesting a replacement.

How to Request a Replacement:

To request a replacement, please follow these steps:

1. **Contact Customer Support:** Get in touch with our customer support team by [email/phone] and provide them with the necessary details about the issue.
2. **Provide Evidence:** If applicable, please provide photographs or videos showcasing the issue to support your replacement request.
3. **Verification:** Our team will review your request and verify the eligibility for a replacement based on our policy.
4. **Replacement Process:** If your request is approved, we will initiate the replacement process. You will be provided with an estimated timeframe for the new product's delivery.

Exclusions:

The following situations are not eligible for replacements:

1. Products damaged due to improper use, mishandling, or neglect after delivery.
2. Products that have undergone alterations, modifications, or repairs by unauthorized personnel.
3. Issues arising due to natural wear and tear of products over time.
- 4.

Additional Notes:

- If the product is out of stock or unavailable for replacement, you may be eligible for a refund or a suitable alternative as per our discretion.
- The replacement policy is applicable to products purchased through [Your Agri-Tech Marketplace] only and may not extend to third-party sellers or external marketplaces.
- We reserve the right to amend or modify the replacement policy at any time. Any changes will be communicated to users through the website or email.

For any further assistance or inquiries, please feel free to contact our customer support team.

Terms of Service (ToS)

By accessing or using our platform, you agree to comply with these Terms of Service (ToS) and all applicable laws and regulations. Please read this document carefully before using our services.

1. Definitions

- "Platform" refers to [Your Agri-Tech Marketplace], including the website, mobile applications, and any associated services.
- "User" or "You" refers to any individual or entity accessing or using the platform, including buyers, sellers, visitors, and any other users.
- "Products" refer to agricultural goods, services, or any other offerings available on the platform.

2. Use of the Platform

2.1 Eligibility: By using the platform, you represent that you are of legal age and have the legal capacity to enter into this agreement. If you are accessing the platform on behalf of a company or entity, you warrant that you have the authority to bind such entity to these ToS.

2.2 Account Registration: You may need to create an account to access certain features of the platform. The information provided during the registration process must be accurate and complete. You are responsible for maintaining the confidentiality of your account credentials and for all activities that occur under your account.

2.3 Prohibited Activities: You agree not to engage in any activities that may:

- Violate any laws, regulations, or third-party rights.
- Interfere with or disrupt the platform's operation or the experiences of other users.
- Use any data mining, scraping, robots, or similar data gathering methods.
- Attempt to bypass any security measures or gain unauthorized access to the platform.

3. Product Listings and Transactions

3.1 Seller Responsibilities: Sellers are responsible for the accuracy and completeness of their product listings. They must provide truthful information about their products and comply with all applicable laws and regulations.

3.2 Buyer Responsibilities: Buyers must carefully review product descriptions and any associated terms before making a purchase. Once a purchase is made, buyers are responsible for timely payments and adherence to the platform's policies.

3.3 Transaction Disputes: In the event of a dispute between buyers and sellers, we encourage open communication to resolve the issue. If an amicable resolution cannot be reached, [Your Agri-Tech Marketplace] may facilitate the dispute resolution process.

4. Payments

4.1 Payment Processing: [Your Agri-Tech Marketplace] may use third-party payment processors to handle payment transactions. By using the platform, you agree to comply with the payment processor's terms and conditions.

4.2 Transaction Fees: [Your Agri-Tech Marketplace] may charge transaction fees for product sales or other services provided through the platform. The applicable fees will be communicated to users.

5. Intellectual Property

5.1 Ownership: All content, logos, trademarks, and intellectual property rights on the platform are owned or licensed by Hero Marketplace. Users may not use or reproduce these materials without explicit permission.

6. Privacy Policy

Please refer to our Privacy Policy for information about how we collect, use, and protect your personal data.

7. Modification and Termination

[Farm Angel] reserves the right to modify, suspend, or terminate the platform or any part thereof at any time. We may also modify these ToS from time to time, and any changes will be effective upon posting.

8. Indemnification

You agree to indemnify and hold [Your Agri-Tech Marketplace], its affiliates, and their respective officers, directors, employees, and agents harmless from any claims, losses, damages, liabilities, costs, or expenses arising out of your use of the platform or any violation of these ToS.

9. Governing Law and Jurisdiction

These ToS shall be governed by and construed in accordance with the laws of Vietnam. Any disputes arising out of or related to these ToS or your use of the platform shall be subject to the exclusive jurisdiction of the courts in [Your Jurisdiction].

10. Contact Information

Seller Policies

1. Product Listing and Descriptions:

- Sellers must provide accurate and detailed product listings, including product specifications, quantity, quality, and any relevant certifications.
- The use of misleading or deceptive product descriptions is strictly prohibited.

2. Product Eligibility:

- Sellers are responsible for ensuring that their products comply with all applicable laws and regulations in the regions where they are listed for sale.
- Products must meet quality and safety standards and should not be restricted or prohibited for sale on the platform.

3. Product Availability:

- Sellers should maintain up-to-date inventory levels on the platform to avoid listing products that are out of stock or unavailable.
- If a product becomes unavailable, sellers must promptly update its status or temporarily remove the listing.

4. Pricing and Currency:

- Sellers must set reasonable and competitive prices for their products.
- The prices should be in the default currency of the platform, and any conversion rates should be clearly communicated to international buyers.

5. Order Fulfilment and Shipping:

- Sellers are expected to fulfil orders promptly and within the specified processing time.
- Shipping methods, costs, and estimated delivery times should be clearly communicated to buyers on the product listing page.

6. Communication with Buyers:

- Sellers must respond to buyer inquiries and messages in a timely and professional manner.
- Effective communication is crucial for addressing buyer concerns and building trust.

7. Returns and Refunds:

- Sellers must comply with the platform's refund and return policies.
- Refunds should be issued promptly and in accordance with the platform's guidelines.

8. Customer Service:

- Sellers should provide excellent customer service and address any issues or disputes with buyers in a fair and courteous manner.
- Resolving conflicts promptly can help maintain a positive seller reputation.

9. Prohibited Items:

- Sellers are prohibited from listing items that are illegal, hazardous, counterfeit, or violate intellectual property rights.
- A list of prohibited items should be provided to sellers for reference.

10. Seller Performance Metrics:

- Sellers may be subject to performance metrics, such as order fulfilment rates and customer feedback ratings.
- Sellers should strive to maintain high-quality standards to ensure a positive selling experience.

11. Compliance with Laws and Regulations:

- Sellers are responsible for complying with all applicable local, regional, and international laws and regulations related to agricultural products.

12. Account Termination and Suspension:

- Failure to comply with the seller policies may result in account suspension or termination at the platform's discretion

13. Penalties & Fees: To be discussed.

Buyer policies:

1. Product Descriptions and Information:

- We strive to provide accurate and detailed product descriptions, including specifications, usage guidelines, and any relevant certifications.
- If you have any questions about a product, feel free to contact our customer support team for assistance.

2. Order Placement and Confirmation:

- Placing an order on our marketplace is easy and straightforward.
- Once you place an order, you will receive an order confirmation email or notification with the order details and estimated delivery date.

3. Secure Payment Options:

- Our marketplace offers secure payment options to protect your financial information.
- We accept various payment methods, including credit/debit cards, bank transfers, and mobile wallets.

4. Shipping and Delivery:

- We collaborate with trusted logistics partners to ensure timely and reliable delivery of your orders.
- Shipping options and estimated delivery times will be clearly communicated during the checkout process.

5. Return and Refund Policy:

- If you receive a damaged or defective product, please contact our customer support within **[X]** days of delivery to initiate a return or replacement.
- Refunds for eligible returns will be processed according to our refund policy, and you will be informed of the status via email.

6. Quality Assurance:

- We take pride in the quality of products listed on our marketplace.
- If you encounter any quality issues with a product, please let us know, and we will address the matter promptly.

7. Customer Support:

- Our dedicated customer support team is here to assist you with any inquiries, concerns, or feedback.
- You can reach out to us through [email/phone/live chat], and we will respond as soon as possible.

8. Privacy and Data Protection:

- We are committed to protecting your privacy and handling your personal data in compliance with applicable data protection laws.
- For more information, please review our Privacy Policy.

9. Dispute Resolution:

- In the unlikely event of a transaction-related dispute, we encourage you to contact our customer support team to initiate the resolution process.
- We will mediate between buyers and sellers to find a fair and satisfactory resolution.

10. Community Guidelines:

- We expect all buyers to abide by our community guidelines, promoting a respectful and positive marketplace environment.
- Any misuse or abusive behaviour on the platform will not be tolerated.

11. Feedback and Reviews:

- Your feedback and reviews are valuable to us and other buyers.
- We encourage you to leave honest reviews for products and sellers to help others make informed decisions.