

Swopp Terms of Use

Introduction

Welcome to Swopp, a unique platform to swap items you want with items you don't need for free, save money and declutter sustainably, hassle and haggle free, doorstep to doorstep. By accessing or using the Swopp platform ("Platform"), you agree to comply with and be bound by these Terms of Use ("Terms"). Please read them carefully.

1. Definitions

- **Platform:** Swopp online swapping platform.
- **User:** Any individual or entity using the Platform.
- **Items:** Goods listed for swapping on the Platform.
- **Points:** Swopp's Point system, Green Swopp Points and Yellow Swopp Points.
- **We/Us/Our:** Refers to Swopp, owned by Bondee Tech FZE.

2. Eligibility

To use the Platform, you must:

- Be at least 18 years old.
- Provide accurate and complete registration information.
- Agree to comply with these Terms.

3. Account Registration

- Users must register an account to use the Platform,
- Users are encouraged to list minimum 3 items and get free Green Points
- Users acknowledge that Swopp will approve items listed as per policy
- Users are responsible for maintaining the confidentiality of their account information.
- Users agree to notify us immediately of any unauthorized use of their account.

4. Item Listings

- Items must meet Swopp's quality standards and listing guidelines.
 - Current categories are
 - Books
 - Clothing & Accessories
 - Electronics
 - Household
 - Games
 - Decoration & Art
 - Baby & Toys
- Each item will be reviewed and approved by Swopp before being listed.
- Users earn Yellow Points upon item approval

5. Swapping Process

- Yellow Points – upon listing approval by platform within 24 hours of listing
- 150 Green Points– upon initial registration with 3 items listings
- Green Points – Upon 24 hours elapse of item shipped to buyer and not returned / disputed
- 50 Green Swopp points each 5 items listed
- 25 Green Swopp Points for Referral
- Users can list items and set their desired price in Points.
- 1 Swopp Point = 1 AED
- When an item is swapped, the Platform will handle the transaction and delivery.

- Green Points will be deducted from the buyer's account and credited to the seller's account once the transaction is completed.
- A 3-way contract will be "issued" as per Terms of Use
 - Seller
 - Sells to Platform
 - Seller agrees to price set by platform
 - Yellow Points (1 AED = 1 Point)
 - Platform tries to find a buyer for that price
 - When Buyer pays in points (and money if balance not enough)
 - Equivalent points are transferred to seller
 - Platform
 - Buys from Seller on listed price
 - If and when buyer is found
 - Item ships – 24 hrs pass no returns
 - Seller Points become Green (1 AED = 1 Point)
 - Buyer
 - Buys from platform
 - With points earned from a previous transaction
 - Their items shipped with no returns
 - With money / cards
 - If Green points balance not enough
 - Only allowed upon checkout and not to buy points
 - Item belongs legally to platform
 - But Seller has the custody
 - On the promise to deliver it in the advertised condition when asked to

6. Payment and Points System

- Users earn Green Swopp Points through transactions and can use them to buy other items.
- Points can also be awarded for referrals, initial registrations, and approved listings.
- Buyers will pay a reduced shipping fee for transactions.

7. Shipping and Returns

- Swopp handles all shipping and returns.
- Items are shipped doorstep to doorstep.
- Buyers have 24 hours to inspect the item upon delivery and request a return if it does not match the listing description.
 - Take photos and send comments on Platform / Email
 - Swopp will reply with a decision to ship back or not within 24 hours

8. Quality / Authentication

- Brand
 - Platform is not responsible for item brand authentication
- Functionality
 - Platform is not responsible for item functionality checking
- Platform
 - Checking photos and description
 - Permitted, following listing guidelines, pic and description match
 - Items Approval Portal
- Shipping
 - Checking that item is as per description - High level inspection
- Returns
 - 24 hours upon taking photo and writing feedback to platform customer service

- Item is shipped back to original seller
- Buyer gets a shipping refund in form of Green Swopp Points
- Seller gets charged negative Green Swopp points
 - With negative balance if charge is more than their balance

9. Prohibited Items and Activities

- Prohibited items include hazardous materials, counterfeit goods, illicit items, perishable and items that violate local laws.
- Users must not engage in fraudulent activities, misuse the Platform, or violate the rights of other users.

10. Intellectual Property

- All content on the Platform, including text, graphics, logos, and software, is the property of Swopp or its licensors.
- Users may not use any trademarks, service marks, or other proprietary information without permission.

11. Warranties and Liability

- The Platform is provided "as is" without warranties of any kind.
- Swopp is not liable for any indirect, incidental, or consequential damages arising from the use of the Platform.
- Users agree to indemnify and hold Swopp harmless from any claims arising from their use of the Platform.

12. Dispute Resolution

- Any disputes arising out of or related to these Terms will be resolved through arbitration in Dubai International Financial Centre, UAE.
- Users agree to first attempt to resolve any dispute informally by contacting Swopp.

13. Governing Law

- These Terms are governed by the laws of the United Arab Emirates.

14. Modifications

- Swopp reserves the right to modify these Terms at any time.
- Changes will be effective upon posting on the Platform, and continued use constitutes acceptance of the modified Terms.

15. Termination

- Swopp may terminate or suspend access to the Platform for any reason, including violation of these Terms.

16. Contact Information

- For any questions or concerns regarding these Terms, please contact Swopp's customer service at Info@Swopp.App

By using the Swopp Platform, you acknowledge that you have read, understood, and agree to be bound by these Terms of Use.