

Fynd App Terms and Conditions of Use

Effective Date: 22 March 2026

Last Updated: 22 March 2026

1. Introduction

Fynd is a **hyper-local, verified services marketplace** connecting customers with nearby service providers.

These Terms form a binding agreement between you and Fynd.

2. Eligibility

You confirm that:

- You are **18 years or older**
 - You can enter legally binding agreements
 - All provided information is accurate
-

3. Accounts and Verification

Users must:

- Provide accurate personal information
- Complete verification where required

Fynd may:

- Approve or reject provider listings
- Suspend accounts that fail verification or violate trust standards

You are responsible for your account security.

4. Nature of the Service

Fynd:

- Connects customers with independent service providers
- Does **not employ or control providers**
- Does **not guarantee service quality, availability, or outcomes**

All transactions and engagements are **between users**.

5. Marketplace Transactions

- Providers set their own pricing and service terms
- Customers engage providers at their own discretion
- Fynd may facilitate payments but is **not a party to the contract**

Disputes are primarily between users, though Fynd may assist where possible.

6. User Conduct

You may not:

- Commit fraud or misrepresentation
- Post false listings or reviews
- Harass or abuse users
- Operate outside legal boundaries

Violation may result in **account suspension or permanent ban**.

7. Reviews and Ratings

- Users may leave reviews based on genuine experiences
 - Fynd may remove fraudulent or harmful reviews
-

8. Fees and Payments

- Fynd may charge **service or commission fees**
 - Fees will be clearly disclosed in-app
 - Payment processing may involve third-party providers
-

9. Intellectual Property

All platform content belongs to Fynd.

You may not:

- Copy or exploit the platform commercially
 - Reverse engineer the system
-

10. User Content

You grant Fynd a licence to use uploaded content for:

- Platform functionality
 - Marketing and improvement (non-sensitive content only)
-

11. Privacy

All data is handled per the Privacy Policy.

12. Disclaimers

Fynd is provided “as is”.

We are **not liable for**:

- Service outcomes
- User conduct
- Financial loss
- Personal harm resulting from interactions

13. Safety and Verification Disclaimer

While Fynd implements verification measures:

- We **do not guarantee** the conduct, intent, or reliability of users
- Users must exercise **caution and judgment**

14. Suspension and Termination

We may suspend or terminate accounts for:

- Policy violations
- Fraud or abuse
- Risk to platform integrity

15. Updates

We may update features and Terms at any time.

16. Governing Law

South African law applies.