



ARZOMART VENDOR AGREEMENT

This Vendor Agreement is made and entered into as acceptance by the Vendor, by and between ArzoMart ("Company"), an online marketplace, and the Vendor ("Vendor"), collectively referred to as "Parties." This Agreement sets forth the terms and conditions governing the Vendor's participation in selling products on ArzoMart.

DATE:

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VENDOR NAME:

.....

SIGNATURE:

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1. VENDOR REGISTRATION AND VERIFICATION

1.1 To become a Vendor on ArzoMart, the Vendor must provide accurate business details and complete the registration process, including submitting necessary documentation for verification.

1.2 The Vendor must provide:

- Business Name: _____
- Business Registration Number (if applicable): _____
- Tax Identification Number (TIN): _____
- Business Address: _____
- Contact Information (Phone/Email): _____
- Bank Account Details for Payments/ Mobile Money Number: _____

1.3 Vendors must provide copies of the following documents:

- **Certificate Of Business Registration Or Operating License**
- **Tin Number**
- **Business Owner Id**
- **Bank Account Details & Mobile Money Number**

1.4 ArzoMart reserves the right to reject any application that does not meet its verification requirements.



2. COMMISSION & TAX CHARGES

2.1 ArzoMart will charge a **10% commission** on each successful sale made through the platform.

2.2 A tax deduction of **5%** will be applied to all sales before the Vendor's payout.

2.3 The Vendor agrees that ArzoMart has the authority to automatically deduct these charges before making payouts.

3. PRODUCT LISTING & PRICING

3.1 The Vendor is responsible for listing their products, ensuring accurate descriptions, pricing, and images.

NB: The product images required have to be under Aspect ratio 1:1 (Square), less than below the size of 500kb, clear and well detailed.

3.2 The Vendor must not list prohibited, counterfeit, or illegal products. Violation will result in account suspension or termination.

3.3 ArzoMart reserves the right to review, approve, or remove any listing that does not comply with its policies.

NB: No contact information of a vendor should appear anywhere on product, description, or comment. This will result into immediate account deactivation

4. ORDER FULFILLMENT & DELIVERY

4.1 The Vendor is responsible for timely fulfillment of all customer orders.

4.2 Orders must be processed and shipped within the agreed timeframe. Delayed or unfulfilled orders may lead to penalties or account suspension.

4.3 If the Vendor fails to deliver as promised, ArzoMart reserves the right to refund the customer and deduct the amount from the Vendor's earnings.

5. PAYMENT TERMS

5.1 Payments will be made to the Vendor **weekly** after deducting the 10% commission and 5% tax.

5.2 The Vendor must ensure that their bank details and mobile money numbers are accurate and up-to-date to avoid delays in receiving payments.



6. RETURN & REFUND POLICY

6.1 The Vendor must comply with ArzoMart's return and refund policy.

6.2 If a customer requests a refund for defective or misrepresented products, the Vendor will bear the refund costs.

6.3 In cases where a refund is necessary due to the Vendor's fault, ArzoMart reserves the right to deduct the amount from the Vendor's earnings.

7. INTELLECTUAL PROPERTY & BRAND USAGE

7.1 The Vendor grants ArzoMart a **non-exclusive license** to use their business name, logo, and product images for promotional purposes.

7.2 ArzoMart does not claim ownership of the Vendor's intellectual property but may use it for marketing and sales promotion.

8. VENDOR RESPONSIBILITIES

8.1 The Vendor must ensure:

- All products sold are genuine and meet quality standards.
- Compliance with local laws and regulations.
- No misleading or false advertising.

8.2 The Vendor is fully responsible for any legal consequences arising from selling counterfeit or prohibited items.

9. ACCOUNT TERMINATION

9.1 ArzoMart reserves the right to terminate or suspend a Vendor's account for:

- Violation of this Agreement.
- Selling counterfeit, illegal, or low-quality products.
- Consistently poor order fulfillment rates.
- Fraudulent activities or customer complaints.

9.2 The Vendor may request account termination at any time by providing a **14-day notice** in writing.



10. DISPUTE RESOLUTION

10.1 In case of disputes between ArzoMart and the Vendor, both parties agree to resolve the matter amicably through negotiations.

10.2 If an amicable resolution is not possible, disputes will be resolved through arbitration in accordance with local laws.

11. MODIFICATIONS TO THE AGREEMENT

11.1 ArzoMart reserves the right to modify this Agreement at any time. Vendors will be notified of any changes in advance.

11.2 Continued use of the platform after updates indicates acceptance of the new terms.

12. ACCEPTANCE OF AGREEMENT

By signing below, the Vendor acknowledges that they have read, understood, and agreed to the terms and conditions outlined in this Agreement.

Vendor Name: _____

Business Name: _____

Signature: _____

Date: _____

This Agreement is legally binding and enforceable under applicable laws.

NB. Submit to: Email: vendors@arzomart.com

For Official Use by ArzoMart:

[] Verified [] Rejected

Approval Signature: _____

Date: _____

BALINONYA AARON

C.E.O ARZOMART

