

Seller Protection Policy

1. Recordal

- 1.1. bucksGO seeks to assist Sellers against Buyers' claims of non-receipt or claims of delivery of inadequate goods while using their bucksGO account.
- 1.2. bucksGO assistance may be provided to Sellers against losses in dealing only with physically shipped goods and excludes intangible items or services or any other digital content.
- 1.3. bucksGO protection policy is an indulgence granted to Sellers, it is not an enforceable obligation and it is not to be construed as a substitution of any other terms and conditions.

2. Sellers Obligations:

- 2.1. To maintain normally acceptable trading practices.
- 2.2. To act in absolute good faith and to divulge all information in their possession, which may influence the processing of a transaction, to bucksGO.
- 2.3. To act reasonably and take adequate risk precautions.
- 2.4. To desist from presenting any transactions to bucksGO which involve Buyers which have had past problems with the Seller.
- 2.5. To describe their products in detail and outline what customers can expect.
- 2.6. Ensure that any goods and/or services provided have been duly requested by the Buyer and that the delivery by the Seller is made properly to a valid recipient.
- 2.7. To the best of its ability attempt to resolve any disputes with a Buyer amicably.
- 2.8. Sellers must have a verified account with bucksGO which includes a verified bank account, phone and address.
- 2.9. Have an account in good standing with bucksGO for at least 90 days and have at least 10 successful and dispute free transactions with different Buyers.
- 2.10. To ensure that a transaction is a single payment transaction and has not been divided into multiple parts.
- 2.11. To ensure that shipments have been sent to a billing address previously registered and verified with bucksGO.
- 2.12. To provide all shipping documentation including proof of delivery from a recognized and reputable shipping company (with online parcel tracking) showing the delivery address corresponding to the respective transaction. And to provide to bucksGO, if requested a printout of the account reconciliation for the buyer and any other details required by the company.
- 2.13. Ensure that it handles only arms length transactions, and not any transactions with any Buyer that is related to the Seller such as a parent, grandparent, spouse, sibling, partner, staff member, friend, subsidiary, holding company or affiliate.
- 2.14. That the billing date corresponds to the date of purchase by a Buyer.
- 2.15. Not to discharge any of their obligations to a Buyer to any third party.
- 2.16. To ensure that the correct information is supplied to a Buyer and to bucksGO regarding any transaction.
- 2.17. To conduct all bucksGO related transactions in the ordinary course and nature of the Seller's business.
- 2.18. To bear the onus of proof regarding the correctness of any details or any information pertaining to any transaction.
- 2.19. If required by bucksGO, to file a police report describing any details of the incident to support their claim.
- 2.20. To ensure that items are shipped within 14 days for receipt of payment.
- 2.21. To cooperate and provide all the required information to bucksGO within 7 days of being requested to do so.

3. Process:

- 3.1. The Seller must file a dispute online regarding the said transaction. Which:-
 - 3.1.1. Shall occur not later than 60 days from the date of purchase.
 - 3.1.2. Shall describe the facts of the transactions in a truthful and courteous manner.
 - 3.1.3. Shall not use any offensive, threatening or profane language.
- 3.2. The Buyer will have 14 days to respond in which case the Buyer will have a chance to reply to the Seller's reply.
- 3.3. There would be a limit of 30 days from the date a dispute was filed for the parties to post their responses and replies which shall be subject to evaluation. Thereafter the matter will be closed whether resolved or unresolved.
- 3.4. If the Seller qualifies in terms of this protection policy then:
 - 3.4.1. Funds will become available to the Seller; and/or
 - 3.4.2. If requested by the bucksGO, the respective item will be shipped back to the Seller or to bucksGO or to a third party as instructed by bucksGO (the expense of the shipping shall be determined by bucksGO); and/or in some cases the item may be destroyed.
 - 3.4.3. Funds will be released only in the absence of a possible chargeback by the Buyer.
- 3.5. If a Buyer files a claim, raises a dispute or institutes a chargeback, a temporary hold may be placed on the respective funds.
- 3.6. If the Seller qualifies in terms of this protection policy the funds will become available to the Seller.
- 3.7. If the transaction does not qualify for this protection policy, in the case of a chargeback, bucksGO will derive at its decision in the matter at its sole discretion. Such may involve an evaluation by a respective credit card company or bank.
- 3.8. Any disputes which are not covered by this policy and which have been chargedback by a Buyer, and already settled by bucksGO with the seller, shall become owing by the Seller to bucksGO.

4. General:

- 4.1. All of the conditions herein are material and must be fulfilled in qualifying for this protection policy.
- 4.2. Qualified Sellers must be residents and conducting their business in the following countries: USA, Canada, South Africa.
- 4.3. Transactions are covered upto \$1000 (USD) per transaction with a maximum of \$4000 (per Seller per calendar year).
- 4.4. This protection policy is provided at the sole discretion of bucksGO and all its decisions are final.
- 4.5. This policy is not a substitution of bucksGO's terms of usage agreement accepted by all members. Such agreement must be complied by all bucksGO members and in all cases its terms and conditions shall prevail.
- 4.6. bucksGO and its Buyers and Sellers are independent, and bucksGO does not indemnify any of them for any obligations or claims of whatever nature.
- 4.7. Sellers shall present to the company only transactions which have a valid bona fide interaction between the Seller and a Buyer and for which there is a valid action.
- 4.8. There shall be no cause of action where the Seller has failed or inadequately attended to the delivery of any goods or services, or where the goods and/or services are not of the condition as agreed to between the Buyer and the Seller, or where the Buyer has repaid (in part or in full) any amounts to the Seller.
- 4.9. bucksGO shall have the right to obtain valid proof of sale of goods and/or services related to any transaction by the Seller.
- 4.10. A Seller shall be deemed to have been satisfied by its Buyer's settlement of its account or any previous transaction upon subsequent dealings with the same Buyer, irrespective of whether or not such subsequent transactions have been presented to bucksGO or not.
- 4.11. Any payments received by Sellers from Buyers shall be deemed to first and foremost allocated towards settlement of any non-settled transactions which have been presented to bucksGO irrespective of any chronology of purchases and/or payment terms and/or accounting practice.
- 4.12. Sellers shall not ventilate and shall not be entitled to any benefits of the Sellers protection program if any of the conditions herein have not been fulfilled, including but not limited to: The seller has not complied with any of bucksGO's trading terms and conditions; the Seller has not initiated a request, as contemplated herein, within a reasonable period of time (as determined by bucksGO at its sole discretion); or the Seller has had subsequent

dealings with a respective Buyer after the date of a said 'troublesome' transaction; the determination by bucksGO, at its sole discretion, that the transaction is contentious.

- 4.13.** The seller hereby grants bucksGO the right of subrogation with regard to a respective buyer, and the Seller hereby nominates bucksGO as its agent in instituting any legal action (at bucksGO's expense) against any respective buyer for the purpose of recovering any due payments. The Seller hereby undertakes to give bucksGO its full co-operation and assistance in any legal action which may be instituted against a Buyer, including the signing of affidavits and statements, giving of information, and attendance at Court, if required.
- 4.14.** bucksGO or any of its affiliates or its staff are hereby exempted from and shall not be liable under any circumstances whatsoever to the Seller for any loss, damage, whether indirect, consequential or otherwise, or for any loss, profits or other special damages of any kind whether within the contemplation of the parties or not, howsoever arising.
- 4.15.** bucksGO may amend or substitute any terms and conditions of this policy at any time and without notice.