

# **GMINGO VENTURES**

## **Vendor Enrollment & Marketplace Participation Agreement**

This document outlines the professional standards, policies, operational procedures, and responsibilities applicable to all vendors onboarding onto the Gmingo Ventures platform. Participation on the platform signifies acceptance of the terms and guidelines contained herein.

Prepared for Registered Vendors & Marketplace Partners

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# 1. Introduction & Vendor Eligibility

Gmingo Ventures is a digital marketplace designed to connect vendors, customers, and delivery partners through a secure and scalable commerce infrastructure. To maintain professionalism, operational excellence, and customer trust, all vendors must comply with the standards outlined in this agreement.

All vendors enrolling on the Gmingo platform must: Operate legally within Nigeria or other approved jurisdictions. Provide accurate business registration and identification details. Maintain updated contact and banking information. Sell authentic, lawful, and approved products or services. Comply with all applicable consumer protection and e-commerce laws.

## 2. Vendor Responsibilities

Vendors are solely responsible for: Product quality, packaging, and delivery readiness. Accurate pricing and product descriptions. Maintaining inventory availability. Responding promptly to customer inquiries and disputes. Ensuring that listed products do not violate platform policies. Gmingo Ventures reserves the right to suspend or remove any vendor account engaging in fraudulent, misleading, or unethical marketplace activities.

### **3. Payments, Orders & Fulfillment**

Gmingo Ventures provides vendors with access to integrated payment processing and order management systems designed to support secure transactions and efficient operations.

Vendors agree that: Orders must be processed within the approved fulfillment timeline. Customers must receive the exact products displayed on the platform. Refunds and dispute resolutions must follow Gmingo policy guidelines. Payment settlements may be delayed during fraud reviews or dispute investigations. Repeated order cancellations or unresolved disputes may affect vendor status.

### **4. Prohibited Activities**

The following activities are strictly prohibited on the platform: Sale of illegal, counterfeit, or restricted products. Manipulation of reviews, ratings, or pricing. Fraudulent transactions or payment abuse. Uploading misleading product images or descriptions. Using the platform in a manner that damages customer trust or platform integrity. Gmingo Ventures may immediately terminate accounts involved in prohibited activities without prior notice where necessary.

## **5. Data Protection & Confidentiality**

All vendors are required to maintain confidentiality regarding customer information and operational data obtained through the platform.

Vendors must: Protect customer information from unauthorized access. Use customer data solely for order fulfillment and communication purposes. Comply with applicable data protection and privacy regulations. Avoid sharing customer records with third parties without authorization.

## **6. Platform Rights & Enforcement**

Gmingo Ventures reserves the right to: Review vendor activities and marketplace compliance. Remove listings that violate platform standards. Suspend payouts during investigations or disputes. Update platform policies and operational procedures when necessary. Terminate vendor access for serious violations or repeated misconduct. By enrolling on the platform, vendors acknowledge that Gmingo Ventures maintains full authority over platform administration, compliance monitoring, and marketplace governance.

## 7. Acceptance & Vendor Declaration

By registering as a vendor on the Gmingo Ventures platform, the vendor confirms that: All submitted information is accurate and complete. The vendor has read and understood this agreement. The vendor agrees to comply with all marketplace standards and policies. The vendor accepts responsibility for products, transactions, and customer interactions. The vendor understands that violations may result in suspension or permanent removal from the platform.

Vendor Name: \_\_\_\_\_

Business Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

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### **GMINGO VENTURES**

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