

Seller Terms & Conditions

The rules, rights, and responsibilities of selling on Parcelox. By listing products on our platform, you agree to these terms.

Effective Date: January 1, 2026

1. Eligibility

- 1.1. You must be at least 18 years old to sell on Parcelox.
- 1.2. You must provide accurate, complete, and current information during registration.
- 1.3. You are responsible for maintaining the confidentiality of your account credentials.
- 1.4. Parcelox reserves the right to suspend or terminate accounts with false information.

2. Product Requirements

- 2.1. All products listed must be digital goods delivered electronically.
- 2.2. You must own all intellectual property rights to the products you sell, or have obtained proper licenses.
- 2.3. Products must function as described. Broken, corrupted, or placeholder files are prohibited.
- 2.4. Product descriptions, titles, and preview images must accurately represent what buyers receive.
- 2.5. The following are strictly prohibited:
 - Malware, viruses, or any harmful software
 - Stolen or pirated content
 - Content that infringes on trademarks, copyrights, or patents
 - Illegal goods or services under Cameroonian or international law
 - Adult content, hate speech, or discriminatory material
 - Products designed to deceive or scam buyers
- 2.6. Every product is subject to manual review before going live.
- 2.7. Parcelox reserves the right to reject, remove, or suspend any product that violates these terms.

3. Pricing & Fees

- 3.1. You set your own prices in Central African CFA francs (XAF).
- 3.2. Parcelox charges a 10% commission on each successful sale.
- 3.3. You receive 90% of the sale price. No additional listing or subscription fees apply.
- 3.4. All prices displayed to buyers are inclusive of the Parcelox commission. No hidden fees are added at checkout.
- 3.5. You may run promotions and discounts at your discretion.
- 3.6. Parcelox reserves the right to adjust commission rates with 30 days written notice.

4. Payouts

- 4.1. Payouts are made to your linked MTN Mobile Money or Orange Money wallet.
- 4.2. Each sale enters a 72-hour security hold before becoming available for withdrawal.
- 4.3. This hold period protects against disputes, fraud, and refund requests.
- 4.4. There are no withdrawal fees charged by Parcelox. Standard mobile money provider fees may apply.
- 4.5. You are responsible for ensuring your payout details are accurate and up to date.
- 4.6. Parcelox is not liable for payouts sent to incorrect wallet numbers provided by you.
- 4.7. Minimum withdrawal amount: XAF 5,000.

5. Refunds & Disputes

- 5.1. Buyers may open a dispute within 7 days of purchase if a product is faulty or misrepresented.
- 5.2. Parcelox reviews every dispute case individually and fairly.
- 5.3. If a product does not match its description, Parcelox may issue a full refund to the buyer.
- 5.4. The refunded amount will be deducted from your pending or future earnings.
- 5.5. Sellers with excessive dispute rates may face account review, suspension, or termination.
- 5.6. You agree to cooperate fully with Parcelox during dispute investigations.

6. Seller Conduct

- 6.1. You must treat all buyers with professionalism and respect.

- 6.2. Response time: Sellers should reply to buyer inquiries within 24 hours.
- 6.3. You may not harass, threaten, or discriminate against any buyer or Parcelox staff.
- 6.4. You may not manipulate reviews, ratings, or sales data.
- 6.5. You may not use Parcelox to solicit buyers for transactions outside the platform.
- 6.6. You may not create multiple accounts to circumvent policies or boost visibility.

7. Intellectual Property

- 7.1. You retain all intellectual property rights to your original products.
- 7.2. By uploading a product, you grant Parcelox a non-exclusive license to display, promote, and sell it on the platform.
- 7.3. You warrant that your products do not infringe on any third-party rights.
- 7.4. If a copyright or trademark claim is filed against your product, Parcelox may remove it immediately pending investigation.
- 7.5. Repeat infringers will have their accounts permanently terminated.

8. Account Suspension & Termination

- 8.1. Parcelox may suspend or terminate your account for:
 - Violation of these terms
 - Fraudulent activity or attempted scams
 - Excessive refund or dispute rates
 - Failure to respond to buyer inquiries repeatedly
 - Uploading prohibited content
 - Any activity that harms the Parcelox community or reputation
- 8.2. Upon termination, all pending payouts will be processed according to the standard 72-hour hold.
- 8.3. Terminated sellers may not create new accounts without written permission from Parcelox.

9. Taxes

- 9.1. You are solely responsible for reporting and paying all taxes on your earnings.
- 9.2. Parcelox does not withhold taxes on your behalf.
- 9.3. You are responsible for understanding and complying with tax laws in your jurisdiction.

9.4. Upon request, Parcelox may provide transaction summaries to assist with tax reporting.

10. Liability

10.1. Parcelox provides the platform 'as is' and makes no guarantees about sales volume or earnings.

10.2. Parcelox is not liable for losses resulting from:

- Platform downtime or technical issues
- Buyer's misuse of your products
- Third-party payment processor failures
- Force majeure events (natural disasters, government actions, etc.)

10.3. Parcelox's total liability to any seller shall not exceed the total fees paid by that seller in the preceding 12 months.

11. Changes to Terms

11.1. Parcelox may update these terms at any time.

11.2. Significant changes will be communicated via email and posted on the platform.

11.3. Continued use of the platform after changes constitutes acceptance of the updated terms.

11.4. If you do not agree with updated terms, you must stop selling and close your account.

12. Contact

12.1. For questions about these terms, contact: support@parcelox.com

12.2. For legal notices: legal@parcelox.com

12.3. WhatsApp support: +237 650 287 067

12.4. Mailing address: Parcelox, Yaounde, Cameroon

By listing products on Parcelox, you acknowledge that you have read, understood, and agree to be bound by these Seller Terms & Conditions.