



RURAL CONNECT NETWORK

Terms & Conditions

Last Updated: 10 September 2025

Effective: 11 September 2025

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✓ 1. Acceptance of Terms



By registering as a seller, buyer, or service provider on Rural Connect Network Marketplace you agree to these Terms & Conditions. If you do not agree, please do not use the platform.

⌘ 2. Platform Fees



Rural Connect Network charges a service fee on each successful transaction. Sellers always receive **85% of the total sale**. The remaining **15%** helps us cover platform costs, payment processing, and keeping our lights on, so we can continue providing a safe and reliable marketplace. **Examples of seller earnings:**

Sale of R100 → Seller receives R85

Sale of R500 → Seller receives R425

Sale of R1000 → Seller receives R850

3. Payments & Fraud Prevention



All buyer payments are first deposited into our secure account. Funds are released only after a valid tracking code is uploaded (products) or the buyer confirms receipt. Reputable sellers, service providers with proof of delivery, and fast food vendors with strong ratings may qualify for faster payouts.

4. Buyer Protection



All purchases are covered. Buyers are protected against fraud, non-delivery, or misrepresentation. Refund or dispute requests must be raised within 7 days of delivery.

5. Refunds & Returns



Buyers may request a refund if the item is not delivered, damaged, defective, or significantly different from the listing. Sellers must honor valid requests under

South African Consumer Protection laws. Refunds are processed through Rural Connect Network only. Service-related refunds are reviewed case-by-case.



6. Seller Responsibilities



Sellers must provide accurate product descriptions, square (1:1) images, comply with all applicable laws, and never request off-platform payments.

7. Seller Verification & Compliance



All sellers must submit required documents. Accounts are activated only after verification and approval. Providing false information may result in account suspension.



8. Service Providers



Service providers must clearly describe the services offered. Proof of service (photos, receipts, client confirmation) may be required before payment release. Reputable providers may qualify for faster payouts.



9. Prohibited Conduct



No fraudulent activity, illegal or restricted items, counterfeit goods, or attempts to circumvent Marketplace policies. Misleading or inappropriate content is prohibited.

10. Dispute Resolution



Rural Connect acts as an intermediary. Both parties must provide evidence; our decision is final.

11. Limitation of Liability & Indemnity



Rural Connect is not liable for losses caused by sellers, buyers, delivery companies, or third parties. Users agree to indemnify Rural Connect against claims arising from their use of the Marketplace.

12. Termination



We may suspend or terminate accounts that violate these Terms.

These Terms are governed by the laws of the Republic of South Africa.

14. Amendments



Rural Connect Network may update these Terms at any time. Users will be notified of major changes.

16. Contact Information



If you have any questions about these Terms, please contact us:



Rural Connect Network

Email:

info@ruralconnects.co.za

Phone:

079 234 3701 | 081 337 8767

Business Hours:

24 hours every day

Location:

Pretoria, South Africa

For urgent legal matters: mark your mail "URGENT – LEGAL" and we will respond within 24 h.



Thank you for using Rural Connect Network. We're committed to supporting rural communities and connecting consumers with authentic, local products.

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RURAL CONNECT NETWORK

Empowering rural businesses through digital commerce — connecting communities with business and financial news, marketplace, business listings, jobs, growth, and local connections.

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