

General Terms & Conditions

Terms and Conditions

PLEASE READ THESE TERMS AND CONDITIONS CAREFULLY BEFORE USING REDECO SERVICES.

Definitions

Account	Active account on ReDeco App
Alerts	Notifications that are being sent to Redeco Customers to notify about any relevant activity on the App
App(s)	Redeco App either on Google Play or Apple store
Checkout	Process of ordering the Item that involves also paying for the Order
Checkout Summary	Summary of the total payment and breakdown of cost for each component, including item price(s) and delivery price(s)
Connect functionality	Google/Facebook/Apple login
Connected Account	Google/ Facebook/ Apple account
Delivery	A Delivery refers to a pick-up of the sold item from Seller's address and drop-off of the item to Buyer's address
Delivery Costs	Costs that occur from delivering product
Delivery Waiting Time Costs	Costs that occur from delays in the delivery due to the User not being responsive and accepting the Product on time
Delivery Operator	Also Delivery Provider or Delivery Company, means any operator that Redeco is contracting with to provide delivery services
Delivery Order	Delivery job that has been sent to Delivery Operator
Dispatch	Process of the when seller confirms the order and selects the day of the delivery
Functionalities of the App	Functionalities that are available within the App to navigate, list Items for sale and purchase Items, but not limited to
FX fees	Fees that occur from the currency exchange
Item	Items, also as Product, Listed Product, Furniture and/or Piece of Decoration refers to the Item(s) that are listed on Redeco App for the sale within a Product Card
Listing Price	Listing Price refers to the price for which Item has been put on the sale for
Newsletters	Any emails with content that is not related to the Account activation or resetting

Order	Order, also as Transaction, refers to the successful attempt an Item purchase
Ordered Item	Ordered Item refers to an individual Item that belongs to an Order
Payment Service Provider	Also as PSP, is a third-party financial institution that provides Payment Services during Checkout process, and Seller's Profit transfers
Product Page	Product Page refers to a Product Card, where the Item is described and listed within the App
Seller Fees	Seller Fees refer to the fees that a Seller pays from their sale profits to Redeco
Stripe Account	Stripe Account refers to the Stripe Connected Account that Seller has to open before any Items can be listed for Sale and into which Seller receives its' sale profits.
Services	The documents provided in the links below set out the terms and conditions that govern the use of our mobile application, and other services provided by ReDeco
User	User refers to a customer that uses all the Services that are provided by Redeco
User Comments	User Comments refer to comments that a Customer can post under a Product Card
User Profile	User Profile refers to the Profile page representing User and showing all the listings that specific User has
User Content	User Content refers to all of elements created or posted by the Users
Terms of Use	This document

The basics

1. An introduction to ReDeco

Welcome to ReDeco!

ReDeco is registered under Redecoration Ltd, 71-75 Shelton Street, Convert Garden, London, United Kingdom, WC2H 9JQ, registered under number 14457591 with the Company Registry of the United Kingdom ("**ReDeco**"). Redeco operates the website "redeco.app", and also offers mobile apps for Android and iOS, which operate under the name "**ReDeco**".

2. What's in these terms?

The documents provided in the links below set out the terms and conditions that govern the use of our mobile application, and other services provided by ReDeco (collectively, our “**Services**”) by you (the “**User**”). Before you use any of our Services, please read the documents that are relevant for you so that you understand the legal rights and obligations, as well as the conditions, limitations, and exclusions, that apply to you.

Use of our services

3. By using our Services you accept these terms

By using any of our Services, you are agreeing to comply with all of the terms and conditions that apply to you.

If you do not agree to our Terms and Conditions, you must not use our Services.

4. There are other terms that may apply to you

There terms of use refer to the following additional terms, which also apply to your use of our site:

- Our [Privacy Policy](#), sets out the terms of which we process any personal data we collect from you, or that you provide to us. By using our Services, you consent to such processing and you warrant that all data provided by you is accurate.

5. We may make changes to these terms

We amend these terms from time to time. Every time you wish to use our Services, please check these terms to ensure you understand the terms that apply at that time.

6. We may make changes to our Services

We may update and change our Services from time to time to reflect changes to our products, our Users' needs and our business priorities. We will try to give you reasonable notice of any material changes.

We may suspend or withdraw our Services.

We do not guarantee that our App, or any content on it, will always be available or be uninterrupted. We may suspend or withdraw or restrict the availability of all or any part of our site for business and operational reasons. We will try to give you reasonable notice of any suspension or withdrawal.

You are also responsible for ensuring that all persons who access our Services through your internet connection are aware of these terms of use and other applicable terms and conditions, and that they comply with them.

App Terms of Use

7. Creating an account

In order to access the Functionalities of the App, Users must create an account using their email address and a password or using a Connect functionality. The Users undertake to input accurate and up to date information as part of the account opening process.

Opening an account is free of charge and there is no obligation to buy or sell anything on the App. Users must be aged over 13 and must have full legal capacity to enter into a sale.

Once registered, Users shall be able to access and use their accounts using their email address and the password that they created upon registering on the App. These identifiers, for which the Users shall be responsible at all times, must be keyed in whenever opening a session and the Users must never disclose them to any third party nor let any third party use them. The Users undertake not to create or use any accounts other than the account that they shall have created initially, be it under their own identity or that of a third party. The Users undertake not to choose a username that provides a means of identifying an ecommerce web site other than the App. Should any User fail to comply with this prohibition, ReDeco shall be entitled to close that User's account immediately.

Users should note that upon using a Connect functionality to register on the App, they shall be asked to permit ReDeco to access some information pertaining to their Facebook, Google or Apple accounts, including their family name and first name, their Connected Account identifier,

their email address, their gender, their date of birth, their profile photograph, their list of friends, and all other public information contained in their Facebook account. For more information, Users should refer to the [Privacy Policy](#) of ReDeco.

Users can now be found and search for other members of the ReDeco community thanks to the "search by user" tool. Users can find other Users thanks to (1) the username and/or (2) his/her first name. It is not possible to find a User thanks to his/her last name or email address. The username can be publicly found only by the members of ReDeco. The username is automatically created (update it for Users to better find you!). The username can be changed anytime, as many times as wanted. The username is unique, hence no User can have the same username.

8. Our responsibilities

It is up to the Users to ensure that all their acts and all the User content that they put online on the App comply with the legislation that is applicable to them.

ReDeco hereby disclaims liability for any damage or loss arising from any activity performed by the User on the App, such as, but not limited to, any losses of data, any loss of a sale or purchase opportunity, any loss of earnings, of turnover, of business activity, of opportunities or of clients, any damage to the User's reputation or interruptions of their activity, and any indirect loss or damage incurred by the User, or any impediment or delay in the performance of its obligations caused by any act or omission on the part of a User (or of any person acting for and on the User's behalf) or arising from force majeure.

ReDeco shall not be liable for any content that is hosted on third party websites that are accessible from the App; these shall be the responsibility of the third party sites themselves. It is up to the Users who hold intellectual property rights over any content hosted on a third party web site and who did not authorise the use of their content, to contact the administrator of the third party web site involved directly and request that the contentious content be deleted from the web site in question.

ReDeco does not provide any warranty against losses or damage that may be caused by the transmission of a computer virus, a worm, a time bomb, a Trojan horse, a cancelbot, malware or any other program designed to damage, destroy or degrade in any other way a functionality of a computer, or to impede the proper operation of the latter, including any transmission arising from the downloading of any content by a User, any software applications used by the latter to download the content of the App or of the server that can be used to access same. In this respect, the Users acknowledge that it is their responsibility to install anti-virus software and appropriate security applications on their computer equipment and on any other system in order to protect them against any bug, virus or other such malicious program.

9. Uploading content to our site – “User Content”

9.1. Creation of User Content

The Users may create Product Cards and they can also post comments about the Products that are put online by other Users (the “User Comments”). All of these elements created or posted by the Users shall be referred to as “User Content”.

By uploading their Product Cards, the Users authorise ReDeco and all its successors and assigns:

- To affix, store, reproduce, disseminate and exploit any User Content, worldwide, and for the entire duration of the protection afforded to these elements, in all formats, by any means and on all media, such as on the App and on its commercial documents, including the “Alerts” and “Newsletters”;
- To modify the presentation of the photographs of the Products, such as by resizing or cropping the photographs and removing the background of a Product so that it appears over a custom background.

ReDeco respects the intellectual property rights of others and accordingly prohibits the Users of the App from disseminating, downloading, putting online or otherwise transmitting any elements that infringes the intellectual property rights of a third party.

The Users undertake to guarantee ReDeco and its senior officers, directors, servants, agents and suppliers against any claim, liability, damages, losses, costs and expenses, including the fees of lawyers and counsels up to a reasonable amount, that are incurred by ReDeco as part of or in connection with any claim brought by a third party over an infringement or violation of intellectual property rights by a User.

More broadly speaking, the Users guarantee ReDeco against any claims raised by third parties in connection with the wording of their Product Pages and/or the description of the Products that they offer for sale on the App.

9.2. No monitoring of the User Content by ReDeco

ReDeco has no control over and hereby disclaims liability for the accuracy or the correctness of any User Content or third party content; ReDeco shall not have any obligation to check the appropriateness of such content that is posted or downloaded on the App. ReDeco shall act at all times merely as a host and hereby disclaims liability for the data or information that is uploaded by the Users, including any content that is put online or uploaded into a Product Page. ReDeco shall be entitled to remove any User Content in case of violation of the rights of a third party and/or of these Terms of Use governing the use of the App.

Only the Users who post or send information to the App shall be liable for this information, which shall not necessarily reflect the opinions or the principles of ReDeco. ReDeco therefore does not guarantee that this information shall be complete and accurate. Any decision by a User based on

the information posted or uploaded by other Users shall be taken based on their judgement alone and their sole assessment under their sole responsibility.

9.3. Notification of illicit content or infringement of intellectual property rights

If you think that any content and/or a Product Card contains a defamatory or illegal message or that your intellectual property rights have been infringed by an article or any information featuring on the App, please notify this to ReDeco by contacting support@redeco.app.

It is the policy of ReDeco to respond as soon as possible to claims about infringements of intellectual property rights and to take action in response to any notifications of clear infringements of intellectual property rights. Should you have any claim or complaint regarding infringements of intellectual property rights, please send it to support@redeco.app.

9.4. Rights over a person's image

Upon creation of a User Profile, Users may post photographs representing them. By accepting these General Terms and Conditions, the Users hereby authorise ReDeco to use their image as part of the operation of the App. This authorisation is granted for the entire period during which a User shall have an account and a User Profile on the App.

9.5. Personal data

The Users must ensure that the data that they provide in the course of their registration is properly keyed in, truthful and accurate. ReDeco hereby declares that the personal data of the Users that it shall have obtained as part of their use of the App, and in general, as part of its commercial relationship with the Users, shall be dealt with in accordance with English laws that are applicable and in keeping with the principles of good faith, lawfulness, transparency and confidentiality.

Additional information concerning the processing of personal data can be found in the [Privacy Policy](#) of ReDeco.

9.6. Intellectual property statement concerning the App

All of the content of the App (texts, comments, illustrations and images, be they visual or audible) other than the User Content is protected by copyright, trademark and/or patent laws, for the world as a whole. Any total or partial reproduction of all or part of the App is strictly prohibited and shall be considered as an infringement of the intellectual property rights of ReDeco and/or of its licensors.

9.7. Rules of good conduct

Each User undertakes to use the App (and each of its existing and future functionalities) in a reasonable manner, in good faith, and in accordance with the laws and regulations in force and with the terms hereof. In particular, the User undertakes not to use the App in such a way as to infringe, in any way whatsoever, intellectual property rights (copyright, trademark law, design and model law, etc.), personal rights (image, respect, privacy, etc.), fundamental rights and freedoms. The User is warned that its behaviour on the App may be held liable towards other Users and ReDeco. ReDeco is not responsible for the behaviour of Users on the App.

In the context of the distribution of content through the App, whether by choosing a pseudonym, by writing sales announcements, or by publishing comments, each User undertakes to be polite, moderate and respectful. In particular, each User agrees not to post on the App any content (and in particular any comment and/or message and/or any photo or video content, regardless of the main vehicle for diffusion) that is, without limitation, racist, anti-Semitic, negationist, pornographic, violent, vulgar, obscene, offensive, inappropriate, hateful, defamatory, discriminatory, harassing or otherwise objectionable. ReDeco reserves the right to delete the wrongful content in an automated manner with the detection algorithms it uses, as soon as it becomes aware of it and/or as soon as it is notified of its existence. ReDeco can also ask the User to modify it at any time, for example by choosing an acceptable pseudonym.

In general, when using the App, any act, content, attitude and/or declaration of a User likely to deceive, mislead, shock, defraud, swindle or, in general, cause prejudice to any other User and/or to ReDeco (including members of its staff) may be subject to, at the discretion of ReDeco and without prejudice to any claim for compensation, (i) a reminder of the rules of good conduct, (ii) a formal notice, (iii) a temporary suspension or permanent interruption of access to the messaging tool between Users, (iv) a suspension or permanent interruption of a User's account. For example, this will be the case when:

- A User who has been the subject of complaints or claims by other Users;
- A seller User has sent one or several times Products that are defective or, in general, do not comply with the corresponding Product Card.

Users also have the option to report another User to ReDeco, providing the proof of misconduct, via the email support@redeco.app.

The examples above-mentioned are not restrictive and ReDeco reserves the right to moderate the App when litigious behaviours are notified to it.

Users formally refrain from contacting each other directly in order to negotiate and/or conclude a transaction relating to a Product outside the App or, in general, in a manner that is detrimental to the rights or interests of ReDeco. Users also refrain from disseminating links to other websites and/or identification elements of other websites on which the Products would also be sold, except with the written agreement of ReDeco. Users agree not to disclose publicly personal or bank details via the App.

Users undertake not to make any unfounded assessment of the App and/or other Users that could be denigrating, or undermine the image of the services that have been provided and/or hurt the reputation of ReDeco (including members of its staff) and/or other Users.

Any content deemed contrary to these rules shall be deemed to have been created by the User who issued it, whether through ReDeco or other Users.

These terms apply to all Users, whether or not you register on the App or create an account, and whether or not you ever buy or sell products.

Buyer Terms and Conditions

10. Our responsibility

The Users hereby acknowledge that, save where otherwise specified for any given Products that are on offer on the App, the role of ReDeco shall be limited to acting as an intermediation platform between the Users. To that end, save in case of specific circumstances, ReDeco shall not act as a reseller of the Products and shall not become the owner of the Products at any point in time. Each User shall act, at all times, for and on its own behalf and shall never act as an agent or representative of ReDeco. ReDeco shall not be a party to the contract of sale between the Buyer and the Seller, and hereby disclaims liability for such a contract or for its consequences.

ReDeco shall not check whether the Product or the description of the Product in the Seller's Product Card meet the Buyer's expectations. Therefore, ReDeco does not guarantee that the Buyer shall find the Product satisfactory, whether from an aesthetic point of view or from a practical point of view, as to its use. Any deliveries that are arranged by ReDeco and fulfilled by its subcontractors shall not imply that ReDeco is a party to the contract between the Seller and the Buyer.

It is up to the Seller to respond to any claim or complaint regarding the Products that they have advertised online, their description and the comments of any User about the Product Card, and/or the dispatching and delivery of the Products by the Seller (whether or not this delivery shall have taken place as part of the sale, the exchange or the return of the Products), and any claim or complaint of this kind shall be referred to the Seller, which shall alone be responsible for dealing with same. It remains ReDeco's responsibility to facilitate conversation about any claim or complaint between a Buyer and a Seller.

11. The Buyer's placing of the Order

The Prices of the Products that are offered for sale on the App are quoted including tax, but excluding any additional costs (like Delivery Costs) that shall be indicated separately. Any additional Delivery Costs incurred from delays in the drop-off of the Product (Delivery Waiting Time Costs) can be added to the Order, if such delays are incurred due to the Buyer. All costs, except Delivery Waiting Time Costs, shall be set out in the Checkout Summary of the Order, before the Buyer approves it. Any additional costs after the Checkout must be notified to the Buyer as soon as possible, and no later than 3 weeks after the delivery of the Product.

Should a Product ordered by the Buyer be unavailable for any reason whatsoever, after confirmation of the Order, ReDeco shall get in touch with the Buyer in good time to propose the cancellation of the Order and a refund (if payment has already been made), within thirty (30) calendar days following the confirmation of the Order.

ReDeco shall be entitled to reject any Order from a Buyer with whom there is an outstanding dispute concerning payment for a previous Order or concerning a Product for which there is a blatant error in the sale Price. In that case, the Buyer shall be informed by email about the measures taken by ReDeco, which shall then automatically refund the price of the Order if the latter was already paid by the Buyer.

12. The "Make an Offer" functionality

The "Make an offer" functionality enables Buyers to confidentially negotiate the Price of the Product by sending an offer to the Seller, who may either accept it or reject it, or make a counter-offer to the Buyer.

The price proposed as part of an offer cannot be less than seventy percent (70%) of the Price of the Product, nor higher than the Price of the Product.

13. Terms of payment

The Buyer must pay the Price, the Delivery Costs and any other applicable costs via the secure payment system of ReDeco.

The payment details shall not be kept by ReDeco, but by the payment services provider. The Buyer may subsequently remove any cards that they shall have stored at any point in time.

Pursuant to the checks that are performed, the Buyer's Order may be rejected if the elements provided by the latter are deliberately erroneous and/or fraudulent. In that case, the Buyer shall

be informed by email about the measures taken by ReDeco, which shall automatically refund the Buyer's payment if the latter shall already have been made.

14. Claims and returns

14.1. Non-receipt or late delivery of a Product

Should the Buyer not receive the Product by the agreed date of delivery date, if not otherwise notified, the Buyer will be automatically refunded within fourteen (14) working days following the date of which ReDeco receives the notification of failed pickup and delivery to the Buyer.

Should the Buyer receive the Product whereas they have already cancelled the Transaction, they will be debited for the original Order value. ReDeco undertakes to charge the Price of the Product that has been delivered including the Delivery Costs.

In case of cancellation, the Buyer shall be refunded in cash on the method of payment that they used to pay for their Order, provided that, in each case, ReDeco shall not suspect that the request for cancellation or for a refund due to total or partial non-receipt of a Product that was ordered was made fraudulently. If the payment was made in non-GBP currency, refund may be by less than the original charge due to the occurred FX fees and changes in the exchange rates. In the case of a partial cancellation, only the part of the Order that is cancelled shall be refunded in keeping with the above mentioned terms.

14.2. Detection of non-conformity upon receipt of the Product by the Buyer

Should the Buyer find that a Product does not comply with its description in the Product Page, the Buyer must contact ReDeco by email at support@redeco.app within seventy-two (72) hours following the date on which they received the Product.

The Buyer must explain to what extent the Product does not correspond to the Product Page and must provide photographs enabling their assertions to be substantiated.

Should the claim of non-conformity of the Product with the Product Page appear justified at first sight based on the explanations of the Buyer and the photographs, ReDeco shall authorise the Buyer to send the Product back to the Seller. ReDeco shall refund the Buyer upon confirmation of receipt of the Product by the Seller. The eventual refund shall take place by crediting the bank card used to make the initial payment (as the case may be).

Should the Buyer believe that they have received a counterfeit item or a Product whose sale is prohibited, they must alert ReDeco by email within seventy-two (72) hours following receipt of the Product and may return the Product to the Seller in order to secure a refund, save in case of fraud on their part.

The provisions of this article shall not cause ReDeco to be a party to the sale between the Seller and the Buyer. ReDeco hereby disclaims liability for any failure by a Trade to comply with their obligations under this article 17 and in particular in the event of the Seller's failure to comply with their obligation to refund the Buyer or pay the latter any other compensation in connection with a Product returned by the Buyer owing to its non-conformity with the Product Page, its being counterfeit or its being a Product whose sale is prohibited.

15. Terms applicable to returns

15.1. Returns to the Seller

The Products should be returned to the address indicated by the Seller. ReDeco disclaims any liability in case of loss or damage of a Product while in transit. In case the product has been identified as counterfeit or unaligned with the description provided in the listing by the Seller, and the Seller is unwilling to accept the return, is unavailable etc., then Redeco and/or third party Delivery Operator(s) at the instruction of Redeco reserves the right to claim ownership of the item and/or dispose of the item.

For any returns, Delivery Costs will not be refunded. Buyer will receive a refund only for the Item value, and Seller will be not credited for any value.

Seller Terms and Condition

16. Our responsibilities

The Users hereby acknowledge that, save where otherwise specified for any given Products that are on offer on the App, the role of ReDeco shall be limited to acting as an intermediation platform between the Users. Each User shall act, at all times, for and on its own behalf and shall never act as an agent or representative of ReDeco. ReDeco shall not be a party to the contract of sale between the Buyer and the Seller, and hereby disclaims liability for such a contract or for its consequences.

ReDeco does not perform any quality control over the Products sold by a Seller. Moreover, any deliveries that are arranged by ReDeco and fulfilled by its subcontractors shall not imply that ReDeco is a party to the contract between the Seller and Buyer.

With the exception of any complaints for late delivery or for failures to deliver Products that may be blamed on ReDeco, it is up to the Seller to respond to any claim or complaint regarding the Products that they have advertised online or about their description, and to the comments of any User about the Product Card, and/or the dispatching and delivery of the Products by the Seller (whether or not this delivery shall have taken place as part of the sale, the exchange or the return

of the Products), and any claim or complaint of this kind shall be referred to the Seller, which shall alone be responsible for dealing with same.

17. Sales of Products

17.1. Mandate

Within the scope of the online intermediation service performed by ReDeco, the Seller hereby grants ReDeco a mandate to do the following:

- to publish on the App the Product Card that constitutes an offer to sell a Product, including all the content including by the Seller, and where applicable, to make changes to the photographs of the Product, to the extent of remind their background;
- to accept the order placed by the Buyer, for and on behalf of the Seller;
- where appropriate, notably for advertising purposes, display the photographs and/or Product description (including its title, condition, etc.) on any partner's site, free of charge;
- to initiate opening a separate Stripe Account off the books of ReDeco, on behalf of the Seller, and to credit the Price of the Product into that account; and
- to receive the moneys and to transfer them to the Seller, after subtracting the Seller Fees and any other sum of money due should any moneys remain outstanding between the parties, as stipulated by articles 21 and 22.4 of these T&Cs.

It remains the responsibility of the Seller to complete opening and onboarding of the account on Stripe. If an associated Stripe Account is not opened or in state 'Active', ReDeco reserves the right to not approve listed Product Cards for the sale and/or terminate any ongoing sales until Stripe Account is 'Active' again.

17.2. Creation of the Product Card

A Product Card must be drawn up for each Product that a User wishes to offer for sale. The Seller must accurately describe all of the characteristics of the Product and must mention its Price in the Product Card. The minimum Listing Price of each Product shall be sixteen (16) British pounds.

The characteristics of the Product mentioned in the Product Card, and in particular the State of the Product, must match the characteristics declared by the Seller prior to verification by ReDeco.

The Products that are offered for sale must be available for ordering by Buyers as long as the Product Card appears on the App. A Seller may permanently remove a Product that is advertised for sale from the App at any point in time, provided that this Product has not been ordered, by deleting the Product Card.

The Seller undertakes to comprehensively, honestly and accurately describe the Product's characteristics, its brand, and any faulty workmanship, damage or wear, or other attribute of the Product that a Buyer would reasonably want to know at the time of buying that Product. The Seller undertakes not to publish an altered depiction of the Product. Should a Product have undergone any visible alterations prior to being put up for sale (customisations, personalisation, etc.), the Seller undertakes to mention this expressly in the Product Card.

ReDeco shall be entitled to accept or to reject a Seller's Product Page prior to its being put online on the App in order to ensure the coherence of the Products that are offered for sale on the App. Should the Product Page be accepted, ReDeco shall send an email to the Seller concerning the Product, starting the Seller Fees that will be included in the Price.

17.3. Alteration of a Product Card

The Seller may add comments in the space earmarked for this purpose.

These alterations of the Product Card shall not apply to transactions that are under way (namely after a Buyer places an order for the Product).

A Seller may lower the Price of a Product, in which case the Seller Fees of ReDeco shall be adjusted in keeping with the Seller Fees' scale as described in article 21 below and the previous Price could be shown crossed out on the Product Card.

ReDeco may suggest that the Seller alter the Price of a Product in order to make it coherent with the prices of other Products listed on the App and with the market's expectations in general. The Sellers accordingly agree to discuss the Prices of their Products in good faith with ReDeco. Any alteration of a Price by ReDeco shall only become effective upon acceptance by the Seller. For the avoidance of doubt, the Price of a Product is determined by the Seller.

Throughout the sale process, the Seller shall have full visibility over the Price and the corresponding Seller Fees. Prior to advertising their Products for sale on the App or lowering the Price of a Product, the Sellers must confirm, each time, that they accept the Price and ReDeco Seller Fees.

18. The "Make an Offer" functionality

The "Make an offer" functionality enables Buyers to confidentially negotiate the Price of a Product by sending an offer to the Seller, who may either accept it or reject it, or make a counter-offer to the Buyer.

19. Consequences of an impossibility to deliver the Products

If it is impossible to deliver a Product to the Buyer, for instance if the address provided by the latter is incorrect or the parcel is sent back due to non-acceptance by the Buyer, the Order shall be returned to the Seller in keeping with the terms of the carrier selected by the letter.

20. The Seller's commitments and obligations

The Seller undertakes to sell only Products of which they are the sole owner, or in case of a sale on consignment of second-hand products, on behalf of a person who is the owner of the Products. The Seller hereby represents that they are not violating the prevailing laws and regulations in any way and are not infringing the rights of any third parties by submitting a Product Card to ReDeco or by offering a Product for sale via the App.

The Seller warrants, represents and undertakes:

(i) that the origin, the condition and the characteristics of the Product that they offer on the App comply with that description of the Product on the corresponding Product Card, and (ii) that the Product that is offered for sale is not counterfeit.

Should ReDeco request this, the Seller must immediately provide it with all the documents proving their ownership of the Products that are offered for sale and/or the origin of these Products. ReDeco shall be entitled to delete the Profile and/or the Product Card of a Seller who fails to provide evidence to ReDeco of their ownership rights over the Product(s) that are offered for sale and/or of the origin of the Product(s). The Seller shall be barred from claiming any right to compensation if ReDeco deletes this information for the reasons mentioned above.

The Seller shall be the only person responsible for the sale of a Product. The Seller shall refrain from selling any Product whose sale is prohibited or would violate the prevailing laws and regulations and/or infringe the rights of third parties.

Once a Seller's Product Page has been put online, the Seller must access their account regularly in order to take stock of all pending transactions and monitor them.

21. Seller Fees

The Services on offer by ReDeco shall be remunerated by Selling Fees and Processing Fees (together the "Seller Fees") that ReDeco shall deduct from the Price of the Product paid by the Buyer.

The Applicable Seller Fee, subject to any sales of Products that are put back on sale is 20%.

The Sellers Fees collected by ReDeco shall correspond to the sum paid for each Transaction to ReDeco by the Buyers, in return for the intermediation services between Seller and Buyer, and where applicable for checking and dispatching the Products. These Seller Fees shall be included in the sale Price of the Product as shown in the App and are specified at the time of acceptance by ReDeco of the Product File created by the Seller.

22. Sales of Products and payments due to the Seller

22.1. The process of checking the order

The Seller acknowledges being aware that the information concerning the Order placed by the Buyer shall be processed automatically by our partner in charge of fraud prevention, the aim of this automated processing of data being to prevent bank card fraud.

Our Payment Service Provider partner is in charge of fraud prevention and/or the "Risks" unit of ReDeco may also perform checks with the Buyer, by telephone, by e-mail or by post, in order to confirm the Order prior to the Product being sent out; these checks may also include a request for additional elements of evidence.

Pursuant to the checks that are performed, ReDeco may cancel an order if the information provided by the Buyer is deliberately erroneous and/or fraudulent, even after confirmation of the order. In that case, the Buyer shall be informed by email about the measures taken by ReDeco, which shall put the Product back on sale in the Seller's account.

22.2. Product packaging

The Ordered Item shall be packaged according to the product category and description ahead of the Order pick-up by the Delivery Operator. Packaging requirements are going to differ depending on the Item category.

22.2.1. Fragile Items

Items are categorised as Fragile, if they have present any elements of glass, and/or are home decor and accessories. Such Items must be wrapped into a bubble wrap and covered by cardboard.

22.2.2. Soft furnishings

Items are categorised as Soft furnishings, if they are covered by the textile and don't belong to the Fragile category. Such Items must be covered into a heavy duty polythene.

22.2.3. Hard furnishings

Items are categorised as Hard furnishings, if they are produced from wood, metal or any other hard material. Such items must be covered using cardboard.

22.3. Sending and delivering the Products

A Seller whose Product has been ordered by a Buyer shall receive a notification of this sale by the App notification and an email informing them that (i) they must book a delivery pick-up within 24 hours, from the moment of the sale, and (ii) the Product must be sent to the Buyer during following 3 working days to check its conformity with its description in the corresponding Product Card.

Sellers should endeavour to send the Products that they sell via the Delivery Operator that is allocated to them within three (3) Delivery Business Days following the confirmation of the sale. No object should be enclosed other than the Products and the accessories sold with them, in particular no promotional or advertising documentation whatsoever. If the Seller dispatches the Products later than three (3) days after the sale, ReDeco may cancel the Order and in such case the Buyer will be refunded and the Products will be returned to the Seller at the Seller's expense.

ReDeco disclaims any liability towards the Seller in case of damage caused to a Product or in case of loss of a Product during its transit to the Buyer.

In any event, the Sellers shall be responsible for complying with the delivery timescales that shall have been brought to the attention of the Buyers during the ordering process.

22.3.1. Condition of the Products upon delivery

The Seller undertakes to only deliver Products that are perfectly clean. In case of unremovable stains, the Seller must mention it in the Product Card description at the moment of the listing.

Should a Buyer complain about the delivery of a Product that is in poor condition, after examining the Buyer's claim, ReDeco shall inform the Seller, where applicable, that the Product shall be returned to it forthwith.

22.4. Payment of the Seller

The moneys received from the Buyer, after deduction of (i) the Seller Fees due to ReDeco, (ii) the Delivery Costs, and (iii) any sum of money that remains due to ReDeco, like delivery waiting fees, shall be paid across in full to the Seller by ReDeco after ReDeco have confirmed that the Product complies with the Product Card or after three (3) days following the Buyer's confirmation of receipt of the Product.

In case of a charge of the Seller Fees', any pending offers on the date on which the new Seller Fees' comes into force shall be null and void.

However, after delivery of the Product to the Buyer, the Seller must reimburse the moneys received from ReDeco for the Transaction, immediately upon receiving a request to do so from ReDeco, and must reimburse any carriage costs to the Buyer, if:

(i) the product turns out to be counterfeit or a Product whose sale is prohibited, in violation of the Seller's obligations described in article 22. of these T&C's.

The Seller hereby waives any claims over moneys (interest or other) generated by the temporary blockage of any sums taken by ReDeco as part of the Transaction.

Should a Seller want the moneys that they are owed to be paid by bank transfer, a bank transfer shall be made into the bank account designated by the Seller. ReDeco shall only make bank transfers after three (3) days following the Buyer's confirmation of receipt of the Product. The Seller is solely responsible for the accuracy of the banking information entered and ReDeco cannot be held liable should the Seller make a mistake. Should the Seller opt for payment by a bank transfer into their bank account, bank costs may be charged, for instance in the case of accounts domiciled in countries other than the UK. The Seller should check the terms applicable to such transactions with the PSP that holds the bank account involved.

In case of a claim or complaint by the Buyer, ReDeco shall be entitled to withhold payment to the Seller until the claim or complaint shall have been resolved. Sellers should note that the moneys that are due to them shall not be credited immediately into their bank account, due to processing and handling delays of around five (5) working days (in the case of banks) after the Product is found to be compliant, these delays being subject to fluctuation and being provided for information purposes only.

Should a Seller not pay any moneys that are due to ReDeco, ReDeco, after bringing this to the attention of the Seller in writing, shall be entitled (i) to offset any moneys that remain due against the moneys that it is supposed to pay across to that Seller, and/or (ii) to impound any Products that are bought or sold by the Seller, until full payment of the moneys that are due to ReDeco, and/or (iii) to offset as a priority the moneys that it receives as part of a new Transaction against the moneys that remain due, provided that the Seller settles any outstanding balance in order to be able to acquire the new Product that they are planning on buying.

In order to receive payments, the Sellers must input their bank account details into their Stripe Account, in order for ReDeco to be able to make a transfer to their bank account. Please note

that the family name and the first name of the Seller must correspond to those of the bank account in order for the transfer to be authorised by the bank involved.

Currency conversion fee

Any fees that occur from the currency exchanges are purely handled by the Payment Service Provider, and are agreed to during the Stripe Account opening process.

22.5. Advertising of counterfeit Products or Products whose sale is prohibited on the App

The Sellers warrant and represent that the Products that they put up for sale are not counterfeit and that their sale is not prohibited. However, if in spite of the care taken to physically inspect the Product, a Buyer receives a counterfeit item or a Product whose sale is prohibited, they may return it to the Seller in order to secure a refund.

Should a counterfeit Product or a Product whose sale is prohibited be discovered, it shall immediately be withdrawn from circulation and the Seller's account may be suspended temporarily or permanently.

Moreover, should a counterfeit Product or a Product whose sale is prohibited be put up for sale on the App, the Seller of this Product shall bear the risk that this Product might be seized by the appropriate authorities or by the owner of the brand involved, which might impound it or destroy it. The Sellers shall then have to personally retrieve the Product in question at their sole risk and expense.

Should a counterfeit Product or a Product whose sale is prohibited be nevertheless put up for sale or seized by the appropriate authorities or by the brand that owns the intellectual property rights concerned or by the holder of the rights, after it has been sold, the Transaction shall be cancelled. The Seller must then refund to ReDeco the moneys that it shall have taken in connection with the sale of the contentious Product and shall have to compensate ReDeco for any costs incurred by the latter and/or by the Buyer owing to the Seller's activity; the Buyer shall also be liable for any costs, losses, expenses and damages incurred by ReDeco in relation to any legal action arising in relation to the contentious Product.

Should the Sellers wish to retrieve their Product, they must request this by contacting ReDeco customer service and make a bank transfer of fifteen pounds (£15), corresponding to the incompressible treatment costs. After receipt of the payment, ReDeco shall arrange the Delivery to send the Product back to the Seller within fifteen (15) working days.

Please note that counterfeiting is subject to specific sanctions.

In case of doubt over the authenticity of a Product, ReDeco reserves the right to request from the Seller any and all documents certifying the authenticity of the Product and to suspend the

Seller's account until it shall have received these documents. ReDeco shall also be entitled to get in touch with a Seller in order to verify the authenticity of a Product.

23. Transfer of the ownership of the Products and the risks

The Products shall remain the property of the Seller until ReDeco shall have received full payment of the Price of the Order from the Buyer, including both capital and ancillary elements (taxes, Delivery Costs and any other costs that may be applicable). The transfer of the risks of loss or damage of a Product to the Buyer shall take place upon receipt of the Product by the Buyer or by a third party that the Buyer shall have commissioned to act on their behalf. The Buyer shall therefore bear the risk linked to any damage caused to the Product after it is received.

24. Claims and returns

24.1. Non-receipt or late delivery of a Product

Should the Buyer not receive the Products within thirty (30) days following the date of the Order, the Buyer may cancel the Transaction, provided that it shall first have summoned ReDeco to rectify the situation within a reasonable timescale and provided that delivery shall not have taken place within this additional timescale.

ReDeco shall refund the Buyer within fourteen (14) calendar days following the date on which ReDeco receives the notification of the cancellation of the Transaction by the Buyer.

Should the Buyer receive the Products whereas they have already cancelled the Transaction, they must return the Products and ReDeco undertakes to refund the Price of the Products that are returned, the Delivery Costs (in case of return of the Order as a whole) and the cost of returning the Product to Seller, within fourteen (14) calendar days following Seller's receipt of the complete Products in their original condition.

In case of cancellation, the Buyer shall be refunded in cash (the moneys being credited to the bank card that the Buyer used to make the payment) provided that, in each case, ReDeco does not suspect that the request for cancellation or for a refund due to total or partial non-receipt of a Product that was ordered was made fraudulently. In the case of a partial cancellation, only the part of the Order that is cancelled shall be refunded in keeping with the foregoing terms.

24.2. Products that do not comply with their Product Card

Please note that ReDeco's involvement in resolving claims or complaints pursuant to a purchase from a Trade Seller is designed to facilitate the procedure and shall not result in ReDeco being considered a party to the sale.

24.2.1. Detection of non-conformity upon receipt of the Product by the Buyer

Should the Buyer find that a Product does not comply with its description in the Product Page, the Buyer must contact ReDeco by email within seventy-two (72) hours following the date on which they received the Product.

The Buyer must explain in what way and to what extent the Product does not correspond to the Product Card and must provide photographs enabling their assertions to be substantiated.

Should the claim of non-conformity of the Product with the Product Page appear justified at first sight based on the explanations of the Buyer and the photographs, ReDeco shall authorise the Buyer to send the Product back to the Seller. ReDeco shall refund the Buyer upon confirmation of receipt of the Product by the Seller. The refund shall take place by crediting the method of payment that was used by the Buyer to make the initial payment.

Should the Buyer believe that they have received a counterfeit item or a Product whose sale is prohibited, they must alert ReDeco by email within seventy-two (72) hours following receipt of the Product and may return the Product to Seller in order to secure a refund, save in case of fraud on their part.

The provisions of this article shall not cause ReDeco to be a party to the sale between the Seller and the Buyer. ReDeco hereby disclaims liability for any failure by a Trade Seller or Non-Trade Seller to comply with their obligations under this article 24 and in particular in the event of the Seller's failure to comply with their obligation to refund the Buyer or pay the latter any other compensation in connection with a Product that is returned by the Buyer because it does not comply with its description on the corresponding Product Card, because it is counterfeit or because its sale is prohibited.

Terms of Delivery and applicability of returns

Redeco does not provide delivery services, or warehousing services. Users acknowledge that deliveries are carried out by independent delivery providers. Redeco is a platform that connects Users to the independent delivery providers. In no way is Redeco liable for damages, delays, cancellations of deliveries.

25. Delivery options

The Products will be sent by Seller using an available independent Delivery Operator integrated via third-party provider to Redeco App. Redeco does not guarantee availability of a delivery service when an order is being placed.

Users have to provide all information required to fulfil each Order processed via Redeco and/or third-party systems, including the Recipient's address, contact information and any special instructions required for fulfilment of an Order. User is responsible for any liability arising from inaccurate or incomplete Order information.

26. Delivery timescales

The Product is dispatched directly by the Seller, within 4 working days after the Buyer has purchased the item. The Buyer will be notified of the organised delivery date and time once the Delivery Order has been set up by the Seller. If the Seller doesn't schedule the delivery within 24 hours from the moment of the Payment taking place, the Order is getting cancelled and the Buyer will be fully refunded.

27. Delivery costs

The Order shall be delivered to the Buyer by a carrier approved by ReDeco.

The Delivery Costs are dependent on the Delivery Operators and the third-party providers. Those could vary and be modified by Redeco and/or third-party delivery platform providers.

The Delivery Costs may be modified in keeping with the rates charged by the carrier and shall be stated upon placing the Order. The Delivery Costs that are applicable to the Order shall be those that are specified just prior to the approval of the Order.

28. Transfer of the ownership of the Products and the risks

The Products shall remain the property of the Seller, until ReDeco shall receive full payment of the Price of the Order from the Buyer, including both capital and ancillary elements (taxes, Delivery Costs and any other costs that may be applicable).

The transfer of the risks of loss or damage to a Product to the Buyer shall take place upon receipt of the Product by the Buyer or by a third party that the Buyer shall have commissioned to act on their behalf. The Buyer shall therefore bear the risk linked to any damage caused to the Product after it is received.

29. Receipt and checking of an Order

The Buyer must check (or commission the person who receives the Product on their behalf to check) the apparent state of the packaging of the Product upon receipt, before signing the form tendered by the carrier. If the Buyer is not present at the receipt of the Product, the responsibility lies with the third party that the Buyer shall have commissioned to act on their behalf.

Should there be a visible anomaly (damage, missing Product, damaged parcel or Product, etc.), the Buyer or their representative must imperatively set out precise reservations on the delivery note: indication of the number of missing and/or damaged parcels and/or Products, and detailed description of the damage (open or torn packaging, damaged or missing Product, etc.). It is vital that the Buyer should keep all the elements that were delivered in the state in which they were delivered to it (i.e., with all their accessories, the other items received with these Products in their original condition and the sealed Product form).

The Buyer must retain a copy of the delivery note and must enclose this with the e-mail sent to ReDeco within seventy-two (72) hours following the date of the receipt of the Products, confirming the anomaly.

If the Buyer did not receive the Product, the Buyer must inform ReDeco within forty-eight (48) hours from the estimated date of delivery of the Product or after the Product is marked as delivered. The Buyer shall send any documentation requested by ReDeco to support the claim.

Should a delivery litigation be opened, ReDeco reserves the right to (i) extend the 3-day delivery period of the Product and (ii) hold the refund of the Product until the conclusion of the delivery litigation by the carrier.

Where applicable, the return of the damaged Product must take place in accordance with the terms governing returns that are set out in Article 1 below.

30. Claims due to failed collection

30.1. Seller is not present at the collection

Should the Seller not be present at the pick-up address and is not contactable by the Delivery company at the time of Item collection, the Order will be cancelled and the Buyer will be automatically refunded within fourteen (14) working days, for the price of the Item and Delivery, following the date of which ReDeco receives the notification of failed pickup and delivery to the Buyer. Redeco reserves the right to block Seller from further activity on the App, if Sellers activity is seen as malicious.

Should the Seller be contacted by the delivery company, and the delivery company agrees to reschedule the delivery, Item collection will be re-attempted at the agreed time. Buyer will be notified of the updated delivery time as soon as Redeco gets updated information from the

Delivery provider. If any additional delivery costs will be incurred, they will be debited from the Sellers selling profits.

30.2. Seller indicated invalid address

Should the Seller discover invalidity of the address after dispatch is arranged, the Seller should attempt to contact the Delivery Operator as soon as possible to request the change of the address. If the change is successful and any additional delivery costs will be incurred, they will be debited from the Sellers selling profits.

If the change is unsuccessful, the Order shall be cancelled and Buyer automatically refunded within (14) working days for the price of the Item and Delivery, following the date of which ReDeco receives the notification of failed pickup and delivery to the Buyer.

In case the invalidity of the address is discovered during the attempt of the pick-up and Seller is not contactable by the Delivery company at the time of the Item collection, the Order will be cancelled and the Buyer will be automatically refunded within fourteen (14) working days, for the price of the Item and Delivery, following the date of which ReDeco receives the notification of failed pickup and delivery to the Buyer. Redeco reserves the right to block Seller from further activity on the App, if Sellers activity is seen as malicious.

30.3. Delivery company was unable to find Sellers address

Should the Delivery company be unable to locate Sellers address, it should attempt to contact the Seller to get any additional details for the location.

In case where a Delivery company can't get hold of the Seller, the Order will be cancelled and Redeco will notify both, the Seller and the Buyer, as soon as possible. Buyer will be automatically refunded within (14) working days for the price of the Item and Delivery, following the date of which ReDeco receives the notification of failed pickup and delivery to the Buyer.

30.4. Delivery company does not show up at the collection site

Redeco and/or Delivery Company will notify the Seller as soon as possible for the delays or changes in the collection date. Redeco will then notify the Buyer following the moment of which Redeco received the information.

30.5. Delivery company was unable to remove Item from the Sellers address

Seller has full responsibility to ensure that the sold Item can fit through the doorways and staircases, for Delivery Companies to be able to remove and collect the Item at the Collection. In case when the Item is failed to be collected for such reason, the Order will be cancelled and Buyer will be automatically refunded within (14) working days for the price of the Item and Delivery, following the date of which ReDeco receives the notification of failed pickup and delivery to the Buyer. Redeco reserves the right to block Seller from further activity on the App, if Sellers activity is seen as malicious.

30.6. Delivery company refuses to pick up the Item

30.6.1. Item does not correspond to the description

It is the sole responsibility of the Seller to provide accurate details of the Item during creation of the Product Card. In case when the Item description and details don't correspond to the Item, Delivery company has the right to cancel the Delivery. In this case, the Item will be delisted and the Buyer will be automatically refunded within (14) working days for the price of the Item and Delivery, following the date of which ReDeco receives the notification of failed pickup and delivery to the Buyer. Redeco reserves the right to block Seller from further activity on the App, if Sellers activity is seen as malicious.

31. Returns due to failed delivery

31.1. Delivery acceptance by the Buyer

Once the Item is delivered to The Buyers home, the Buyer is obliged to accept the Item. The item is returnable only for reasons that are covered by these Terms and Conditions. In other cases, Item will be not returnable.

31.2. Buyer is not present at drop-off

Should the Buyer not be present at the drop-off address and is not contactable by the Delivery company at the time of Item delivery, the Delivery company can:

- In case of the 1-man delivery leave the item in the safe place;
- In case of the 2-man delivery re-attempt Delivery the next day, or other agreed date by the Buyer, when contacted by the Delivery Company;
- In case of the 2-man delivery, cancel the Order after the reattempt and return Item back to the Seller.

Buyer will not be refunded. Redeco reserves the right to block the Buyer from further activity on the App, if Buyer's activity is seen as malicious.

Should the Buyer be contacted by the delivery company, and the delivery company agrees to reschedule the delivery, Item delivery will be re-attempted at the agreed time. The Seller will be notified of the updated delivery time as soon as Redeco gets updated information from the Delivery provider.

31.3. Buyer is not contactable

Should the Buyer not be contactable by the Delivery Company prior to the Delivery taking place. Delivery company will still attempt to carry out the Delivery on an agreed date. If the Buyer fails to be present at the drop-off, section 31.2 of these T&C's will be applied.

31.4. Buyer indicated invalid address

Should the Buyer discover invalidity of the address after delivery has been arranged, the Buyer should attempt to contact the Delivery Operator as soon as possible to request the change of the address. If the change is successful, Redeco will be notified by the delivery company of the change.

If the change is unsuccessful, the Order shall be cancelled and Buyer automatically refunded within (14) working days for the price of the Item(s) only, following the date of which ReDeco receives the notification of failed delivery to the Buyer.

In case the invalidity of the address is discovered during the attempt of the delivery and the Buyer is not contactable by the Delivery company at the time of the Item drop off, the Order will be cancelled and the Buyer will be automatically refunded within fourteen (14) working days, for the price of the Item(s) only, following the date of which ReDeco receives the notification of failed delivery to the Buyer. Redeco reserves the right to block the Buyer from further activity on the App, if Buyers' activity is seen as malicious

31.5. Delivery company was unable to find Buyers address

31.6. Delivery company can not bring Item into Buyers home

The Buyer has full responsibility to ensure that the bought Item can fit through the doorways and staircases, for Delivery Company to be able to bring and install the Item at the drop-off. In case when the Item fails to be dropped off for such a reason, the Order will be returned back to the Seller and only the Buyer will be refunded Item price less the Delivery fee, Return fee and Redeco commission.

31.7. Delivery company does not deliver on a selected day

Redeco and/or Delivery Company will notify the Buyer as soon as possible for the delays or changes in the delivery date.

31.8. Item does not correspond to its Product Card description

It is the sole responsibility of the Seller to provide accurate details of the Item during creation of the Product Card. In case when the Item description and details don't correspond to the Item, Delivery company has the right to cancel the Delivery. In this case, the Item will be delisted and the Buyer will be automatically refunded within (14) working days for the price of the Item and Delivery, following the date of which ReDeco receives the notification of failed pickup and delivery to the Buyer. Redeco reserves the right to block Seller from further activity on the App, if Sellers activity is seen as malicious.

Should differences from the Product Card be discovered by the Buyer after the Delivery has been completed, the Buyer has 72 hours to raise a dispute case on Redeco app or via support@redeco.app email, based on which an investigation will be carried out within 2 weeks.

Duration and validity

The Users shall be governed by these T&Cs from the moment that they accept them upon accessing the App or upon registering on the App, and until the cancellation of their account, whether or not they perform any Transactions.

ReDeco shall be entitled to modify its General Terms and Conditions at any point in time, without notice and without any obligation to justify its decision, without incurring any liability as a result. In case of a significant change of one of the clauses of these T&Cs, the Users who accepted their terms and conditions beforehand shall have to accept the new version of these T&Cs. The General Terms and Conditions that are applicable shall be those that are in force on the date on which the User uses the App and/or purchases a Product, depending on the nature of the changes made to the General Terms and Conditions.

Interruption of the service and rescission

In case of a failure to comply with one or more of the clauses of these T&Cs (such as in case of a failure to pay any moneys due within the allotted timescales, or a violation of these T&Cs), whether this is witnessed by ReDeco or gives rise to a justified complaint by other Users, ReDeco may temporarily interrupt the User's access to the services of ReDeco, for instance pending a rectification of the contentious situation.

If the violation can be rectified but such a rectification does not take place within two (2) calendar days following the notification of the irregularities witnessed by ReDeco, ReDeco shall have the right to permanently bar the User from accessing the services. This irrevocable withdrawal of the User's access shall be preceded by the sending of an email to the User involved, informing them about this impending measure and the reasons for taking it, without any other formalities and notwithstanding any compensation that ReDeco may claim for any loss or damage that it shall have incurred.

Moreover, ReDeco may put an end to the services provided, as of right, without prior notification, effective immediately, if the behaviour of the User constitutes a serious violation of these T&Cs, such as, but not limited to: opening several accounts, fraudulent use of methods of payment, attempted fraud, or any other criminal offence. Such a measure shall not give rise to any right to compensation whatsoever from ReDeco, and the latter shall itself be entitled to claim compensation for any loss or damage that it may have incurred.

Should ReDeco cancel any Transaction(s), the Users shall be refunded automatically in cash (the sum being credited to the card used for the payment).

Complaints

Any User wishing to make a complaint against ReDeco concerning the App may send a letter to ReDeco at the address mentioned above, and submit a request via the Support contact email support@redeco.app. This email address cannot be used by Users to raise claims or complaints

concerning another User; they must to that end use the contact details mentioned in the foregoing section.

Mediation

Should a dispute arise between a User and ReDeco, ReDeco recommends that the User get in contact with ReDeco in order to try to resolve the dispute amicably. ReDeco shall inform the User in this respect about the existence of alternative modes of settlement of disputes, such as mediation or arbitration.

Legal bits and pieces

32. Which country's laws apply to any disputes?

If you are a consumer, please note that these terms of use, their subject matter and their formation, are governed by English law. You and we both agree that the courts of England and Wales will have exclusive jurisdiction

If you are a business, these terms of use, their subject matter and their formation (and any non-contractual disputes or claims) are governed by English law. We both agree to the exclusive jurisdiction of the courts of England and Wales.

33. Our trademarks are registered

REDECO is a UK registered trade mark registered under No. UK00003846083 effective as of the date 04/11/2022 under Trade Marks Act 1994. You are not permitted to use it without specific written consent by the Directors of Redeco, unless they are part of material you are using as permitted under How you may use material on our site.

IF YOU DO NOT AGREE TO OUR TERMS AND CONDITIONS AND PRIVACY POLICY & COOKIES, YOU MUST NOT USE OUR SERVICES.