

B2C Marketplace – Rules and Regulations for Buyers and Sellers

Effective Date: August 6, 2025

Website: <https://b2cmarketplace.shop>

General Guidelines (For All Users)

By using B2C Marketplace, you agree to:

- Provide accurate and truthful information during registration.
- Use the platform lawfully and ethically.
- Respect other users (sellers, buyers, and support staff).
- Not misuse or attempt to harm the platform, other users, or our services.
- Report suspicious activity, counterfeit goods, scams, or policy violations.

Rules for Buyers

1. Registration

- You must create an account to make purchases or leave reviews.
- All contact and delivery information must be accurate.

2. Purchases

- Read product descriptions carefully before placing an order.
- Confirm the delivery address before finalizing an order.
- Do not place fake or prank orders.
- You must pay for all confirmed orders using approved payment methods.

3. Returns & Refunds

- Buyers may request returns only if the seller allows returns or if products are damaged, wrong, or not as described.
- Refunds are issued based on platform or seller policy.

4. Conduct

- Do not harass, threaten, or abuse sellers or support agents.
- Leave honest, fair, and constructive feedback based on real experience.

5. Disputes

- Use the platform's support or resolution center for any problems with sellers.
- Avoid chargebacks or external actions without first contacting platform support.

Rules for Sellers

1. Account & Verification

- All sellers must provide valid contact information and identification as requested.
- Only legal products and services may be listed.

2. Product Listings

- Descriptions must be clear, truthful, and not misleading.
- Prices must include all costs (taxes, delivery fees, etc.).
- Images must represent the actual product.

3. Order Fulfillment

- Sellers must confirm, process, and ship orders within the stated timeframe.
- Failure to deliver on time or frequent complaints may lead to suspension.

4. Prohibited Listings

- No counterfeit goods, weapons, illegal items, or restricted products.
- No listings that violate intellectual property or copyright laws.

5. Communication

- Be professional and respectful in all interactions with buyers.
- Respond to inquiries and complaints in a timely manner.

6. Fees and Payments

- Sellers agree to pay any applicable platform fees.

7. Suspension or Ban

- Sellers may be suspended for repeated negative reviews, fraud, or failure to follow platform rules.


Enforcement and Penalties


- Violation of these rules may result in:
 - Warning messages
 - Temporary account restrictions
 - Permanent suspension
 - Legal action, if necessary

B2C Marketplace reserves the right to monitor activity, investigate misconduct, and take action at its discretion.

Contact and Support

For help, complaints, or clarification:

 Email: [support@b2cmarketplace.shop]

 Website: <https://b2cmarketplace.shop>