

Seller Marketplace Agreement

Seller onboarding, fees, listings, fulfilment, disputes, and suspension

K2026480232 (South Africa) (Pty) Ltd, trading as Sharara, registration number 2026/480232/07

Jurisdiction: Republic of South Africa

Effective date: 12 October 2026

1. Agreement and onboarding

This Seller Marketplace Agreement applies to any person or business approved to list, sell, rent, or offer items or services on Sharara. By applying as a seller, listing an item, or accepting an order, the seller agrees to this Agreement.

Sharara may approve, reject, verify, suspend, or terminate seller accounts at its discretion where necessary for legal, trust, safety, quality, or business reasons, subject to applicable law.

2. Seller warranties

- The seller has the right to sell or rent each listed item.
- Items are genuine, lawfully acquired, clean, safe, and not counterfeit, stolen, infringing, or prohibited.
- Descriptions, photos, sizes, colour, condition, alterations, defects, damage, stains, missing pieces, and usage history are accurate and not misleading.
- The item will remain available once an order is accepted unless cancelled under approved rules.
- The seller will comply with consumer, tax, privacy, delivery, and platform requirements applicable to the seller.

3. Listing standards

- Use clear photos that show front, back, close-up details, flaws, label/brand if claimed, and any included accessories.
- Disclose material defects, repairs, alterations, stains, odours, missing buttons/hooks, tears, loosened embroidery, and colour variation.
- Do not use brand names unless the item is genuine and the seller can provide evidence if requested.
- Do not use other people's images unless authorised.
- Do not list the same item elsewhere in a way that creates double-selling risk unless inventory is managed accurately.

4. Fees, pricing, payout, and reserves

Sharara may charge a 15% commission (or the commission rate shown to the seller on the Platform when the order is placed) and any disclosed service, payment, admin, delivery coordination, or dispute handling fees. Fees may be deducted from seller payout.

Seller payouts are made to the approved payout account after delivery/acceptance or another period stated in the payout policy. Sharara may hold or reverse payouts for refunds, disputes, chargebacks, suspected fraud, buyer claims, courier issues, or breach of this Agreement.

If a seller owes Sharara money, Sharara may set off amounts against future payouts to the extent lawful and disclosed.

5. Order acceptance and fulfilment

- The seller must confirm availability and prepare the item within the timeframe shown on the Platform.
- The seller must package items safely and in a manner appropriate for occasion wear and delicate embroidery.
- The seller must be available for courier collection or drop-off as instructed.
- The seller must not include marketing material that encourages off-platform transactions unless approved by Sharara.
- Failure to fulfil may result in cancellation, refund, fee, account restriction, or suspension.

6. Delivery and risk

The seller is responsible for making the item available for collection or drop-off. Risk allocation for courier loss, damage, delay, failed collection, or wrong address must be determined according to the applicable delivery policy and evidence.

If seller packaging, late handover, wrong item, wrong address, or non-compliance causes loss or delay, the seller may be responsible for costs, refund, or dispute outcome.

7. Returns, refunds, and disputes

Sharara may decide platform disputes based on evidence. The seller must cooperate promptly and provide photos, videos, proof of condition, proof of authenticity, collection records, and communications.

If an item is materially misdescribed, counterfeit, unavailable, damaged before dispatch, incomplete, late because of seller conduct, or otherwise in breach, Sharara may refund the buyer and recover the amount from the seller or withhold payout.

For pre-loved items, ordinary wear disclosed in the listing is not a defect merely because the buyer changes their mind. However, undisclosed material defects or misleading descriptions may justify refund or return.

8. Rentals

A seller who lists an item for rent agrees to the Sharara Rental Terms (sharara.co.za/assets/legal/rental-terms.pdf), which form part of this Agreement. They cover the rental period, deposits, cancellation, delivery and return, cleaning and condition, inspection and deposit claims, responsibility beyond the deposit, commission, and payout for rentals. Where the Rental Terms and this Agreement differ on a rental, the Rental Terms apply.

9. Reviews and trust

Sharara may display seller ratings, reviews, response times, cancellation rates, dispute history, fulfilment metrics, and verification badges. Reviews must be honest and may be moderated for abuse, hate, private information, threats, or irrelevance.

10. Data and communication

Sellers may use buyer information only to fulfil the relevant order or rental. Sellers may not add buyers to marketing lists, contact buyers off-platform for unrelated purposes, or misuse buyer personal information.

11. Suspension, termination, and withholding

- Sharara may restrict or suspend a seller for inaccurate listings, repeated cancellations, counterfeit concerns, off-platform fee avoidance, abuse, fraud, privacy breach, poor fulfilment, unresolved disputes, or legal risk.
- Sharara may remove listings without notice where urgent legal, safety, or trust risk exists.
- After termination, the seller remains responsible for open orders, refunds, chargebacks, buyer claims, fees, and confidentiality.

12. Seller indemnity

To the extent permitted by law, the seller indemnifies Sharara against claims, losses, costs, chargebacks, penalties, and damages arising from seller items, listings, misdescription, authenticity claims, IP infringement, tax issues, privacy breaches, fulfilment failure, rentals, or breach of this Agreement.

13. Governing law

This Agreement is governed by South African law. Sharara may update seller policies on reasonable notice, except urgent changes may apply immediately for legal, security, or safety reasons.

Signature blocks

Signed by/for Seller:

Field	Details
Signature	
Full name	
Capacity	
Date	
Place	
Witness 1	
Witness 2	

Signed by/for Company: K2026480232 (South Africa) (Pty) Ltd, trading as Sharara

Field	Details
Signature	
Full name	
Capacity	
Date	
Place	
Witness 1	
Witness 2	