

Doll'App Terms and Conditions (T&C)

Effective Date: December 01, 2024

Version: V1.2

Contact Email: support@dollapp.co

Doll'App Terms and Conditions (T&C)	0
1. Introduction.....	1
1.1 Acceptance.....	2
1.2 Contracting Party.....	2
2. Scope of Services.....	2
2.1 Platform Role.....	2
2.2 Binding Nature of Terms.....	2
3. User Accounts.....	3
3.1 Account Creation.....	3
3.2 Suspension or Termination.....	3
4. Obligations of Sellers.....	3
4.1 Item Listings.....	3
4.2 Shipping and Returns.....	4
4.3 Fees and Commission.....	4
4.4 Termination of Seller Accounts.....	4
5. Obligations of Buyers.....	4
5.1 Purchase Terms.....	4
5.2 Returns.....	4
6. Buyer-Seller Contract.....	5
6.1 Formation of Contract.....	5
6.2 Dispute Resolution.....	5
7. Verified Sellers.....	5
7.1 Verification Requirements.....	5
7.2 Benefits for Verified Sellers.....	5
8. Privacy and Data Protection.....	5
9. Prohibited Items and Activities.....	6
9.1 Prohibited Listings.....	6
9.2 Platform Misuse.....	6
10. Liability.....	6
10.1 Platform Liability.....	6
10.2 Limitation of Liability.....	6
11. Governing Law and Dispute Resolution.....	6
11.1 Governing Law.....	6
11.2 Dispute Resolution.....	7
12. Modifications to T&C.....	7
13. Contact Information.....	7

1. Introduction

1.1 Acceptance

By registering, accessing, or using Doll'App, you agree to these Terms and Conditions ("T&C"). This constitutes a legally binding contract between you and Doll'App. You confirm that you are at least 16 years of age and have the legal capacity to enter into this agreement.

- **Users Under 18:** If you are between 16 and 18 years of age, you may only use Doll'App with the consent of a parent or legal guardian. By registering, you confirm that you have obtained this consent.

Individuals under the age of 16 are strictly prohibited from using the platform. Parents or legal guardians are responsible for monitoring the use of Doll'App by minors under their supervision.

If you do not agree with these T&C, you must refrain from using the platform. You may terminate this contract at any time by closing your account and ceasing all use of Doll'App services. Termination does not absolve you of obligations related to unresolved transactions, unpaid fees, or disputes.

1.2 Contracting Party

These T&C are concluded between you and Doll'App, a company operating under the legal entity registered as Doll'App, with the address:

Rr "Brigada VIII" ish Blloku, Tirana, Albania

Tax Identification Number: M41730018H

The collection, processing, and storage of personal data shall be governed by Doll'App's Privacy Policy, which adheres to **Albanian Personal Data Protection Law (Law No. 9887)** and **General Data Protection Regulation (GDPR)** standards.

2. Scope of Services

2.1 Platform Role

Doll'App operates as an intermediary platform, enabling buyers and sellers to engage in transactions involving pre-owned clothing and accessories. Doll'App does not own, sell, or take possession of items listed on the platform. All transactions are directly concluded between buyers and sellers.

2.2 Binding Nature of Terms

By accessing the platform and entering into transactions, you acknowledge that these T&C govern all interactions with Doll'App, as well as all transactions between buyers and sellers facilitated by the platform. These terms comply with **Albanian E-Commerce Law (Law No. 10128)** and **Consumer Protection Law (Law No. 9902)**.

3. User Accounts

3.1 Account Creation

- Users must be at least 16 years old to create an account. Individuals under 16 are prohibited from registering.
- Users aged 16 to 18 must have parental or guardian consent to use Doll'App. Parents or guardians are fully responsible for the minor's use of the platform.
- Users must provide accurate, current, and complete information when creating an account.
- Users are responsible for maintaining the confidentiality of their account credentials and are liable for any unauthorized activity caused by their failure to secure them.

3.2 Suspension or Termination

Doll'App reserves the right to suspend or terminate accounts under the following circumstances:

- Violation of these T&C.
- Fraudulent activities, abusive conduct, or misuse of the platform.
- Failure to resolve disputes or honor buyer/seller obligations.

Doll'App will notify users before suspending their accounts for non-fraud-related violations, allowing them an opportunity to appeal. Outstanding transactions must be resolved before voluntary account termination.

4. Obligations of Sellers

4.1 Item Listings

Sellers are required to:

- Provide accurate descriptions of listed items, including condition, size, and any defects.

- Avoid misleading or false representations, in compliance with **Albanian Consumer Protection Law**.
- Comply with Doll'App's policies on prohibited items (Section 9).

4.2 Shipping and Returns

- Sellers must ship sold items within 1–4 business days of order confirmation.
- Sellers must accept returns within 14 days of delivery if items are defective or misrepresented.
- Sellers are responsible for ensuring items are properly packaged to avoid damage during shipping.

4.3 Fees and Commission

Sellers agree to pay Doll'App the following commission fees:

- 25% for sellers with VAT registration.
- 30% for private sellers.

Shipping fees and commissions will be deducted from seller payouts. All fees include applicable VAT as required under **Albanian Tax Law**.

4.4 Termination of Seller Accounts

Sellers who violate these T&C may have their accounts suspended or terminated. Any unresolved transactions must be completed before account closure.

5. Obligations of Buyers

5.1 Purchase Terms

- Buyers must complete timely payment for purchased items using Doll'App-approved payment methods.
- Buyers must report any issues (e.g., defective or incorrect items) within 14 days of delivery.
- Buyers may not share personal contact information with sellers outside the platform.

5.2 Returns

- Buyers may return items within 14 days if they are defective, misrepresented, or otherwise not as described.

- Return shipping costs are the buyer's responsibility unless the item is defective or misrepresented.
-

6. Buyer-Seller Contract

6.1 Formation of Contract

A binding sales contract is formed between the buyer and seller when the buyer places an order, and the seller confirms it. Doll'App is not a party to this contract but acts solely as an intermediary.

6.2 Dispute Resolution

Doll'App will mediate disputes between buyers and sellers. Both parties agree that Doll'App's decisions are binding.

7. Verified Sellers

7.1 Verification Requirements

Sellers may apply for verification by submitting:

- Government-issued identification (for private sellers).
- VAT registration (for businesses).

7.2 Benefits for Verified Sellers

Verified sellers receive:

- A badge on their profiles.
 - Enhanced visibility in search results.
 - Access to reduced commission rates or promotional tools.
-

8. Privacy and Data Protection

Doll'App complies with **Albanian Personal Data Protection Law (Law No. 9887)** and **GDPR**. Personal data is processed in accordance with Doll'App's Privacy Policy, which is available on the platform.

- Verification documents (e.g., IDs) are securely stored and deleted within 12 months unless required for legal purposes.
 - Parents and guardians of minors using the platform can contact support@dollapp.co to request account deletion or additional privacy protections for their children.
-

9. Prohibited Items and Activities

9.1 Prohibited Listings

Sellers are prohibited from listing:

- Counterfeit goods.
- Damaged or defective items not disclosed in the listing.
- Items that violate intellectual property laws or community standards.

9.2 Platform Misuse

Fraud, manipulation of reviews, and abuse of Doll'App's feedback system are strictly prohibited.

10. Liability

10.1 Platform Liability

Doll'App is not liable for:

- The quality, authenticity, or condition of items sold on the platform.
- Loss or damage during shipping.
- Misrepresentation or misconduct by buyers or sellers.

10.2 Limitation of Liability

Doll'App's total liability is limited to the commission fees collected for the relevant transaction.

11. Governing Law and Dispute Resolution

11.1 Governing Law

These T&C are governed by the laws of Albania.

11.2 Dispute Resolution

Disputes will first be resolved through mediation facilitated by Doll'App. If mediation fails, disputes will be resolved in the courts of Tirana, Albania.

12. Modifications to T&C

Doll'App reserves the right to update or modify these T&C. Users will be notified of changes at least 15 days before they take effect. Continued use of the platform constitutes acceptance of the revised terms.

13. Contact Information

For inquiries, please contact us:

- **Email:** support@dollapp.co
- **Address:** Rr "Brigada VIII" ish Blloku, Tirana, Albania