

# **ZapLah Community Guidelines**

## **Introduction**

ZapLah is built on trust and cooperation. These Community Guidelines outline expected behaviors and responsibilities to ensure a safe, respectful, and efficient platform for all users.

## **Respect & Professionalism**

Always treat others with respect. Offensive, discriminatory, or harassing behavior is not tolerated. Communications should remain polite and professional, whether in chats, requests, or disputes.

## **Honesty & Transparency**

Provide truthful and accurate information when creating requests, trips, or offers. Misleading descriptions, fake offers, or misrepresentation of products is strictly prohibited.

## **Prohibited Items**

You must not use ZapLah to request or transport illegal, restricted, or unsafe items, including: • Controlled substances and contraband. • Weapons, ammunition, or explosives. • Hazardous or flammable materials. • Items restricted by airline or customs regulations. • Fake, counterfeit, or fraudulent goods.

## **Trust & Safety**

• Complete identity verification when requested. • Respond promptly to communications. • Do not share sensitive personal data outside the platform. • Report suspicious or fraudulent activity to ZapLah support immediately.

## **Payments & Transactions**

All payments must be completed through ZapLah's secure escrow system. Off-platform payments, side deals, or fee avoidance are not permitted. Violating this rule may result in permanent suspension.

## **Fair Use of Platform**

• Do not spam requests or offers. • Do not abuse referral or promotional systems. • Use the platform only for its intended purpose of connecting requesters and travelers.

## **Dispute Handling**

If a disagreement arises, use the in-app dispute resolution process. Provide evidence such as receipts, photos, or delivery confirmations when required. Maintain a cooperative attitude to resolve conflicts fairly.

## **Enforcement**

Violations of these guidelines may result in warnings, temporary suspensions, or permanent account removal. Severe violations (fraud, illegal activity, abuse) may be reported to authorities.

## **Updates to Guidelines**

ZapLah may revise these guidelines over time to adapt to community needs and regulatory changes. Users will be notified of major updates, and continued use implies agreement with the revised rules.