

ZapLah Terms of Service

Terms of Service

Welcome to ZapLah. By accessing or using our services, you agree to these Terms of Service. Please read them carefully as they contain important information about your rights, responsibilities, and legal remedies. If you do not agree, please do not use our platform.

Eligibility

To use ZapLah, you must be at least 18 years old or the legal age of majority in your country. By creating an account, you represent and warrant that you meet these requirements.

Account Registration

You are responsible for providing accurate information during account registration and for maintaining the confidentiality of your login credentials. You are responsible for all activities under your account.

User Roles

ZapLah connects Requesters (shoppers) with Travelers (individuals bringing items across borders) and Shipping Partners (verified entities). By using ZapLah, you acknowledge that ZapLah acts as a platform and is not responsible for the quality, legality, or delivery of items.

Prohibited Activities

You agree not to use ZapLah for illegal, fraudulent, or harmful purposes. This includes but is not limited to restricted goods, contraband, misrepresentation, or abuse of the platform.

Payments & Fees

All payments are processed securely through third-party payment providers such as Stripe. ZapLah may charge service fees, which will be disclosed before you confirm a transaction. Payments are held in escrow until confirmed by the parties involved.

Cancellations & Refunds

Requesters and Travelers may cancel transactions in accordance with ZapLah's policies. Refund eligibility will be determined case by case, and service fees may be non-refundable.

Dispute Resolution

If a dispute arises between users, ZapLah may facilitate resolution but is not obligated to resolve disputes. You agree to first attempt informal resolution before pursuing legal remedies.

Limitation of Liability

ZapLah provides the platform "as is" without warranties of any kind. ZapLah is not liable for indirect, incidental, or consequential damages. Our maximum liability to you will not exceed the amount you paid to us in the last 6 months.

Privacy

Your use of ZapLah is also governed by our Privacy Policy, which describes how we collect, use, and store your information.

Termination

ZapLah reserves the right to suspend or terminate your account if you violate these Terms of Service or engage in activities harmful to the platform or other users.

Governing Law

These Terms shall be governed by and construed under the laws of Singapore, without regard to conflict of law provisions. Any disputes will be subject to the exclusive jurisdiction of the courts of Singapore.

Changes to Terms

ZapLah may update these Terms from time to time. Material changes will be communicated, and continued use of the platform after such updates constitutes acceptance of the revised Terms.

Contact Us

If you have questions or concerns regarding these Terms, you may contact us at support@zaplah.com.