

# Profithive Terms & Conditions

## Profithive Terms & Conditions

### 1. General Overview

These Terms and Conditions govern the use of Profithive's e-commerce delivery models - Self-Delivery and Done-For-You (DFY) Delivery. By subscribing to either model, you agree to abide by these terms in full.

### 2. Self-Delivery Model

#### 2.1 Responsibilities

- You will receive verified order leads from Profithive.
- You are fully responsible for contacting customers, arranging delivery, and collecting payment (where applicable).
- All logistics, dispatch coordination, and delivery follow-ups are to be handled by you or your team.

#### 2.2 Performance Clause

- If rejection rates are high or a significant portion of leads remain unfulfilled, Profithive may reassign a new batch of orders once as a courtesy.
- Continued underperformance or neglect to follow up on orders may lead to suspension from the Self-Delivery model.

#### 2.3 Refund Policy

- Lead fees or subscriptions for the Self-Delivery model are non-refundable once orders have been sent.
- Failure to convert leads does not entitle you to a refund, as our obligation is to generate and deliver interested buyer information.

### 3. Done-For-You (DFY) Model

#### 3.1 Responsibilities

- Profithive handles all aspects of order fulfillment, including contacting customers, dispatch, and delivery.
- You are only responsible for funding product inventory and paying the agreed fulfillment service fee.

## **Profithive Terms & Conditions**

### **3.2 Delivery Assurance**

- Profithive will use its partner logistics network to deliver products promptly and professionally.
- While high delivery rates are expected, occasional rejections or failed deliveries may occur due to customer behavior.

### **3.3 Sales Window & Refunds**

- Profithive has 30 to 60 days to completely sell out your submitted product inventory.
- If the product is not fully sold within that period, Profithive will enter a 30-day grace period to attempt a final push to complete the sales.
- If, after this additional period, the product is still not fully sold out, Profithive will initiate a refund of the remaining product value.
- The refund will be processed within 14 working days after the grace period ends, and paid directly to your registered account.

### **3.4 Payouts & Settlements**

- Payments collected on your behalf will be remitted to you according to our standard payout schedule (e.g. weekly or bi-weekly).
- All deductions for logistics and service fees will be transparently itemized.

## **4. Switching Between Models**

- You may request to switch from Self-Delivery to the DFY model at any time. Switching from DFY to Self-Delivery may require approval and review of past performance.

## **5. Disclaimers**

- Profithive is not responsible for losses resulting from delayed communication, incorrect product fulfillment, or poor delivery service in the Self-Delivery model.
- In the DFY model, Profithive commits to best-effort delivery service but does not guarantee 100% conversion or zero rejections.

## **6. Termination**

- Profithive reserves the right to suspend or terminate access to either model in cases of fraud, abuse, or

## Profithive Terms & Conditions

consistent non-compliance with these terms.

