

Terms & Conditions – TechBazaar.pk

Effective Date: 17th October 2025

Welcome to **TechBazaar.pk** — Pakistan's trusted tech marketplace connecting customers with verified retailers.

By using our website, you agree to the following Terms & Conditions ("Terms"), which apply to

both buyers and sellers.

Please read them carefully before using our platform, creating an account, or making a purchase.

1. Definitions

- **"TechBazaar", "We", "Us", or "Our"** means TechBazaar.pk and its operating company.
 - **"User" or "You"** refers to any person or entity accessing or using TechBazaar.pk.
 - **"Customer / Buyer"** means any person purchasing products via TechBazaar.pk.
 - **"Retailer / Seller / Vendor"** means any business or individual listing products for sale on TechBazaar.pk.
 - **"Products"** means all goods listed on the website.
 - **"Website / Platform"** means TechBazaar.pk and all web pages operated under this domain.
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2. Acceptance of Terms

By visiting or using TechBazaar.pk, registering an account, or placing an order, you agree to be bound by these Terms and any future updates.

We reserve the right to update or modify these Terms at any time. Continued use of the platform after such changes constitutes your acceptance.

3. Use of the Website

- TechBazaar.pk is intended for lawful use only.
- You agree not to misuse the platform, engage in fraudulent activity, upload harmful content, or attempt unauthorized access.

- We may suspend or terminate any account that violates our policies.
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4. Account Registration

- Retailers must register an account to list products, and customers can continue as a guest if they make a purchase.
 - You must provide accurate and up-to-date information during registration.
 - You are responsible for maintaining the confidentiality of your login credentials.
 - TechBazaar reserves the right to verify, approve, or reject any retailer registration request.
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5. Product Listings & Information

- Retailers are responsible for the accuracy of product descriptions, specifications, pricing, and images.
 - Misleading or false listings may result in suspension or removal without prior notice.
 - In case of inaccurate listings, TechBazaar reserves the right to correct, remove, or update product information.
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6. Orders & Payments

For Buyers:

- All orders placed through TechBazaar.pk are subject to confirmation and stock availability.
- Accepted payment methods include **Cash on Delivery (COD) & Bank Transfer**.
- Orders may be cancelled if payment is not verified, inventory is unavailable, or fraudulent activity is suspected.

For Retailers:

- Retailers agree to accept and process orders promptly within the stated dispatch timeline (e.g., 24–48 hours).
- Retailers authorize TechBazaar to collect payments on their behalf and remit them after deduction of applicable service or commission fees.
- TechBazaar reserves the right to hold or delay payouts for disputed or returned orders.

7. Shipping, Delivery & Risk

- Deliveries are handled via TechBazaar's logistics partners.
- Estimated delivery times and shipping fees are displayed during checkout.

- TechBazaar is not liable for courier delays, lost shipments, or delivery issues beyond our control.
 - Risk and ownership of the product transfer to the customer upon successful delivery.
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8. Returns, Refunds & Replacements

For Buyers:

- Returns are accepted within **3 days** of delivery for eligible products.
- Returned items must be unused, undamaged, and in original packaging with all accessories
- A damage return claim will only be accepted if you provide a proper unboxing video showing the package being opened.
- Refunds are processed within **10–15 working days** after verification.

For Retailers:

- Retailers must honor TechBazaar's return and refund policy.
 - If a product is found defective, damaged, or misrepresented, the retailer bears the cost of replacement or refund.
 - Repeated return or complaint cases may result in account review or delisting.
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9. Warranty & After-Sales Service

- Most electronics and tech products come with a **manufacturer's warranty**, mentioned on the product page or card.
 - Retailers are responsible for guiding customers on warranty claims.
 - Warranty does not cover damage caused by misuse, water exposure, or unauthorized repair.
 - TechBazaar acts as a facilitator and is not responsible for manufacturer warranty rejections.
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10. Commission, Payments & Fees (For Retailers)

- TechBazaar may charge a **service fee or commission** per successful order.
 - Commission rates are communicated during retailer onboarding and may vary by category.
 - Payments to retailers are released after order completion, excluding refunds, disputes, or chargebacks.
 - TechBazaar reserves the right to adjust commissions or fees with prior notice.
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11. Product Authenticity & Compliance

Selling counterfeit, unlicensed, or prohibited goods is strictly forbidden and may result in immediate termination and legal action.

TechBazaar reserves the right to verify authenticity and remove suspicious listings at any time.

12. Customer Communication

- By using TechBazaar.pk, you agree to receive order updates, promotional offers, and account notifications via email, SMS, or WhatsApp.
 - You may opt out of promotional messages anytime by contacting support.
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13. Intellectual Property

- All website content — including text, images, software, and design — is the property of TechBazaar.pk or its licensors.
 - Retailers may not use TechBazaar's branding or trademarks without written permission.
 - Unauthorized reproduction or use of content is prohibited.
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14. Limitation of Liability

- TechBazaar acts as a marketplace and is **not the seller** of most products.
 - We are not liable for any indirect, incidental, or consequential damages arising from product use or transaction issues.
 - Our total liability in any case shall not exceed the total order amount.
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15. Indemnification

Both customers and retailers agree to indemnify and hold harmless TechBazaar, its affiliates, and employees from any claims, damages, or losses resulting from:

- Misuse of the platform
 - Violation of these Terms
 - Breach of third-party rights or applicable laws
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16. Termination or Suspension

- TechBazaar may suspend or terminate user or retailer accounts that violate these Terms or engage in fraudulent, misleading, or abusive conduct.
 - Any pending payments or orders may be withheld during investigation or dispute resolution.
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17. Force Majeure

We are not responsible for delays or failure to perform due to causes beyond our control — including natural disasters, strikes, internet outages, or government actions.

18. Governing Law & Jurisdiction

These Terms shall be governed by the laws of **Pakistan**, and any disputes shall be subject to the exclusive jurisdiction of the courts in **Lahore, Pakistan**.

19. Contact Information

For questions, feedback, or complaints, please contact:

Tech Market (SMC Private) Limited

TechBazaar.pk

Email: **support@techbazaar.pk**

Phone: **+923104447723**

Address: Plaza 105 CCA-2, Ground Floor, W Block, DHA Phase 8, Lahore, 44000, Pakistan

By continuing to use TechBazaar.pk, you acknowledge that you have read, understood, and agreed to these Terms & Conditions.