Trustap Ltd

1-2 St Patrick's Quay,
Victorian Quarter, Cork, T23
CY5X, Ireland
www.trustap.com

Terms of Service insert for Trustap Marketplace Customers

Data Classification: Public

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Trustap Services

All paid transactions conducted on **BEEDBY** are processed using services provided by Trustap.com ("**Trustap**") and are covered by Trustap Buyer Protection where applicable. Trustap is an independent third-party service provider. When you use Trustap Services through **BEEDBY**, you acknowledge and agree that:

1. Relationship with Trustap

- You enter into a direct contractual relationship with Trustap for the provision of Trustap Services.
- Your use of Trustap Services is governed by Trustap's Terms of Service, Privacy Policy, and all other applicable policies.
- By using Trustap Services through **BEEDBY**, you agree to comply with those policies and are responsible for reviewing them periodically, as your continued use of Trustap Services will constitute acceptance of any updates.
- **BEEDBY** does not control Trustap's services or policies and is not responsible for Trustap's performance of those services.

2. Data Sharing with Trustap

To facilitate transaction processing, **BEEDBY** will share relevant transaction and user data with Trustap. By using Trustap Services, you consent to such sharing. Please review both **BEEDBY**'s Privacy Policy and Trustap's Privacy Policy to understand how your data is collected, used, and protected. This consent may be required under applicable data protection law, including the General Data Protection Regulation (GDPR) where applicable.

3. Transaction processing

Trustap facilitates the collection, holding, and release of funds related to transactions conducted on BEEDBY in accordance with its policies and procedures. **BEEDBY** does not itself hold or process funds associated with transactions processed through Trustap Services.

4. Complaint Period

Buyers must report any issue with a transaction within **48 hours** following delivery confirmation (the "Complaint Period"), as defined under Trustap's Terms of Service.

If a dispute is not submitted within the Complaint Period, the transaction will be deemed successfully completed and funds will be released to the seller in accordance with Trustap's policies.

5. Submitting a Dispute

To submit a dispute, buyers must follow the dispute submission process available on **BEEDBY**:

To submit a dispute, buyers must use the "Product Report" function available on BEEDBY in relation to the relevant transaction.

6. Disputes investigations and outcome decisions

Disputes relating to transactions processed using Trustap Services will be handled in accordance with Trustap's Disputes, Refunds and Returns Policy.**BEEDBY** will administer dispute investigations and outcome determinations in accordance with Trustap's Disputes, Refunds and Returns Policy. BEEDBY may request information or documentation from buyers and sellers in order to investigate and resolve disputes. Outcome decisions made by **BEEDBY** under this process are binding within the framework set by Trustap's policy, subject to any rights available to you under applicable law.

7. Additional Platform Rules

BEEDBY may establish additional rules, conditions, limitations, or exclusions relating to transactions processed through Trustap Services (the "Additional Platform Rules"). Any Additional Platform Rules will be clearly documented within these Terms in this Section 6, or, where expressly stated, published on the Platform and incorporated into these Terms by reference.

The current Additional Platform Rules applicable to Trustap Services are set out below:

Disputes must be initiated by the relevant party within the 48-hour Complaint Period by submitting a "Product Report" through BEEDBY. BEEDBY will initially review and investigate the dispute and may request relevant information or documentation from the parties. Where BEEDBY is unable to determine the outcome of the dispute, BEEDBY may escalate the dispute to Trustap for further review and determination in accordance with Trustap's applicable policies and procedures.

Where Additional Platform Rules are updated or added, such changes will take effect from the date they are published in this Section 6 (or otherwise communicated on the Platform) and will apply to all relevant transactions thereafter.