

Acceptable Use Policy

Version 1.0

Effective 16 September 2026

This Policy governs acceptable use of Market360 by participating retailers and other users. Retailers remain responsible for the legality, authenticity, accuracy, quality, safety and regulatory compliance of the products they offer through the Platform.

1. Purpose

Market360 Limited ("Market360", "we", "us" or "our") provides digital commerce technology that enables participating retail businesses to present products, receive customer orders and manage their retail transactions and fulfilment activities.

This Acceptable Use Policy explains what retailers and other users may and may not do when using Market360's websites, digital storefronts, applications, conversational interfaces and related services (collectively, the "Platform").

Use of the Platform is subject to this Policy and any other applicable Market360 terms.

2. Responsibility of Retailers

Each participating retailer remains responsible for:

- the products it offers for sale;
- the legality and authenticity of those products;
- the accuracy of product descriptions, images, prices and other information;
- maintaining appropriate licences, registrations, permits or approvals required for its business or products;
- product quality, safety and expiry;
- product availability; and
- compliance with applicable Nigerian laws and regulatory requirements.

Market360 provides the technology through which these products and related information are presented to customers. Market360 does not manufacture or own products listed by participating retailers unless expressly stated otherwise.

Retailers must ensure that information presented to customers is accurate and not misleading and must comply with applicable consumer-protection requirements relating to product information, pricing, representations, quality and safety.

3. Prohibited Products and Activities

Retailers must not use Market360 to advertise, offer, sell or facilitate the sale of any product or service that:

- is illegal to manufacture, possess, distribute or sell in Nigeria;
- is stolen or obtained unlawfully;
- is counterfeit, fake, pirated or otherwise infringes another person's intellectual-property rights;
- has been recalled or officially declared unsafe;
- is expired, adulterated, contaminated or otherwise unsafe for consumption or use;
- has been materially misrepresented to customers;
- requires a licence or regulatory approval that the retailer does not possess;
- is prohibited by an applicable regulator or competent authority;
- facilitates fraud, money laundering or other unlawful activity; or
- is otherwise prohibited by Market360 following a safety, legal, regulatory or compliance review.

Counterfeit goods are expressly prohibited. Market360 may request documentary evidence reasonably required to establish product authenticity or lawful source.

4. Restricted and Regulated Products

Some products may be lawful to sell but remain subject to licensing, registration, age restrictions or other regulatory requirements.

These may include, depending on applicable law:

- medicines and pharmaceutical products;
- medical or health-related products;
- food and packaged consumables;
- cosmetics;
- dietary supplements;
- alcoholic beverages;

- tobacco or nicotine products;
- chemicals and hazardous materials; and
- other products regulated by NAFDAC or another competent authority.

Market360 may require additional information, licences, product registrations or other evidence before permitting a retailer to offer products in a regulated category.

Market360 may also disable a regulated category completely until appropriate compliance controls have been implemented.

Important: The fact that a product can technically be added to a retailer's catalogue does not mean that Market360 has approved the legality of that product.

5. Product Authenticity and Intellectual Property

Retailers may only offer products that they are legally entitled to sell.

A retailer must not:

- sell counterfeit or imitation products represented as genuine;
- misuse another person's trademark, brand name, copyright, image or other intellectual property;
- deliberately obscure the origin or manufacturer of a product; or
- make false claims regarding dealership, distributorship or brand authorisation.

Market360 may request invoices, certificates, letters of authorisation or other information reasonably required to establish the source or authenticity of a product.

6. Product Information and Pricing

Retailers must make reasonable efforts to ensure that information supplied through Market360 is current and accurate.

Retailers must not deliberately:

- advertise one product and supply a materially different product;
- display false or misleading prices;
- conceal material characteristics of a product;
- misrepresent quantity, size, weight, condition or quality;
- falsely describe used, refurbished or reconditioned goods as new;

- use deceptive product photographs or descriptions; or
 - make unsupported health, performance or other material product claims.
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7. Safety and Product Quality

Retailers are responsible for ensuring that goods supplied to customers meet applicable safety and quality requirements.

Retailers must not knowingly supply goods that are defective, dangerous, contaminated, expired or unsuitable for their stated purpose.

Where Market360 receives credible information indicating that a product may present a safety risk, we may temporarily remove or restrict the relevant listing while the matter is reviewed.

8. Misuse of the Market360 Platform

Retailers, customers and other users must not use the Platform to:

- commit or facilitate fraud or another unlawful act;
 - impersonate another person or business;
 - submit deliberately false information;
 - gain unauthorised access to another user's account or information;
 - interfere with or attempt to compromise the security or operation of the Platform;
 - introduce malicious software, scripts or other harmful technology;
 - manipulate transactions, reviews, orders or platform records;
 - use automated systems to scrape or extract Platform data without authorisation;
 - harass, threaten or abuse customers, retailers, Market360 personnel or other users; or
 - use Market360 in a manner that materially harms customers, retailers, Market360 or the integrity of the Platform.
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9. Information and Documentation

Market360 may request information or supporting documentation where reasonably required to:

- verify a retailer or product;
- investigate a complaint;

- establish product authenticity;
- confirm regulatory compliance;
- investigate suspected fraud or misuse; or
- respond to a lawful request from a regulator, payment service provider or competent authority.

Retailers must provide accurate information and must not knowingly provide falsified, altered or misleading documentation.

10. Monitoring and Reports

Market360 may review product listings, retailer activity and complaints for compliance with this Policy.

Customers, brand owners, regulators and other parties may report suspected prohibited products or misuse of the Platform to:

Email: info@market360.africa

WhatsApp: 0913 222 9393

A report does not automatically establish that a violation has occurred. Market360 may review the available information and request additional information from the relevant retailer before making a determination.

11. Action We May Take

Where Market360 reasonably believes that this Policy has been breached, we may take proportionate action, including:

- requesting clarification or supporting documentation;
- correcting or requiring correction of inaccurate information;
- temporarily restricting a product listing;
- removing a product from the Platform;
- restricting a retailer's ability to list particular categories;
- temporarily suspending a retailer account;
- terminating access to the Platform in serious or repeated cases; or
- referring suspected unlawful activity to the appropriate authority where required or appropriate.

Market360 may take immediate action where necessary to protect customers, comply with law or address a credible safety or fraud risk.

12. Retailer Obligations Remain Independent

Market360's review, approval or continued display of a product does not transfer the retailer's legal responsibility for that product to Market360.

Retailers remain responsible for understanding and complying with the laws, licences, regulations and standards applicable to their business and products.

13. Changes to This Policy

Market360 may update this Policy from time to time to reflect changes in our services, applicable law, regulatory requirements or platform risk controls.

The current version will be published on the Market360 website together with its effective or last-updated date.

14. Contact

Questions or reports relating to this Policy may be directed to:

Market360 Limited

RC 9623847

Plot 1184, Extension Layout, Gwagwalada, Abuja, FCT 900003, Nigeria

Email: info@market360.africa

WhatsApp: 0913 222 9393

Website: market360.africa