

# Vendora Platform Terms of Service

**Last Updated:** 15 January 2026

These Terms and Conditions (“Terms”) govern access to and use of the Vendora platform (“Platform”, “Service”), operated by **Vendora** (“we”, “us”, “our”). By registering for, accessing, or using the Platform, you (“Tenant”, “Merchant”, “You”) agree to be bound by these Terms.

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## 1. Definitions

- **Platform:** The Vendora software, websites, APIs, and related services.
  - **Tenant / Merchant:** Any business or individual using Vendora to sell goods or services.
  - **End-User:** A customer or buyer of a Tenant.
  - **Content:** Any data, text, images, policies, or information uploaded by a Tenant.
  - **Personal Data:** Any information relating to an identified or identifiable person.
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## 2. Eligibility & Account Registration

- 2.1 You must be legally capable of entering into a binding agreement.
  - 2.2 You are responsible for maintaining the confidentiality of your account credentials.
  - 2.3 You agree that all information provided is accurate and kept up to date.
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## 3. Nature of the Service

- 3.1 Vendora provides a **multi-tenant commerce and transaction facilitation platform**.
  - 3.2 Vendora **does not own, sell, or resell** products or services offered by Tenants.
  - 3.3 Vendora acts solely as a **technology service provider** and not as an agent, reseller, or fiduciary.
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## 4. Tenant Responsibilities

You agree that you are solely responsible for:

- The products or services you offer
- Pricing, fulfillment, refunds, and disputes
- Compliance with all applicable laws and regulations
- The accuracy and legality of all uploaded content, including:
  - Terms & Conditions

- Privacy Policies
- Return / Refund Policies

Vendora bears **no liability** for tenant-uploaded policies or their enforcement.

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## 5. End-User Policies & Acceptance

5.1 Vendora allows Tenants to upload policies that are displayed to End-Users.

5.2 You acknowledge and agree that:

- You are the **data controller** for your End-Users
  - Vendora is a **data processor** acting on your instructions
- 5.3 You are responsible for ensuring End-Users review and accept your policies where legally required.
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## 6. Data Ownership & Use

6.1 Tenants retain ownership of all data they upload or generate through the Platform.

6.2 Vendora may access and process data **only to provide, maintain, and improve the Service**.

6.3 Vendora will not sell Tenant or End-User data.

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## 7. Fees & Billing

7.1 Subscription fees are billed in advance as per the selected plan.

7.2 Failure to pay may result in suspension or termination of access.

7.3 Annual plans may be offered at a discounted rate at Vendora's discretion.

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## 8. Acceptable Use

You agree not to:

- Use the Platform for unlawful activities
- Upload malicious, misleading, or infringing content
- Interfere with the integrity or performance of the Platform
- Attempt unauthorized access to systems or data

Vendora reserves the right to suspend or terminate accounts violating these rules.

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## 9. Suspension & Termination

9.1 Vendora may suspend or terminate access for:

- Breach of these Terms
- Legal or regulatory requirements
- Security concerns

9.2 Upon termination, access to the Platform will cease, but data retention may apply as required by law.

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## 10. Limitation of Liability

To the maximum extent permitted by law:

- Vendora is not liable for indirect, incidental, or consequential damages
  - Vendora is not responsible for disputes between Tenants and End-Users
  - Total liability shall not exceed fees paid in the preceding 12 months
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## 11. Indemnification

You agree to indemnify and hold Vendora harmless from any claims, damages, or losses arising from:

- Your use of the Platform
  - Your products or services
  - Your failure to comply with applicable laws
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## 12. Changes to Terms

Vendora may update these Terms from time to time. Continued use of the Platform constitutes acceptance of updated Terms.

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## 13. Governing Law

These Terms are governed by the laws of the **Republic of Kenya**.

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## **14. Contact Information**

For questions regarding these Terms:

**Email:** [support@vendora.co.ke](mailto:support@vendora.co.ke)