

## Refund Policy

Should you decide to register as a user on the Website (as defined in the “**Terms and Conditions**” published on the Website and which incorporates this refund policy by way of reference), you must read, understand and agree to the Terms and Conditions regulating the use of the Website.

**LOKOMO TRADING (Pty) Ltd t/a The Baby Cart (“Provider”)** is the owner and operator of the Website. The Provider believes in best practice and wants all users of the Website to buy and sell in a safe environment. As such, here are some tips for users of the Website to follow when using the Website:

1. Ensure your computer, tablet or mobile device (whichever you utilise in transacting on the Website) has up-to-date security and anti-virus software installed.
2. Never agree to do business privately outside of the Website and the services provided by the Provider, for example directly by electronic mail.
3. Research all aspects of the online auction you are bidding on or products that you are buying prior to entering a bidding process or buying a product. The Provider would suggest inspecting the products advertised as being up for auction or sale prior to entering into such buy/sell processes - where possible.
4. Only pay using a secure system as provided on the Website.
5. As the Website is only a venue in which the Provider acts in the capacity of the agent (as defined in the Terms and Conditions) for the seller of an online auction or the seller of a product, any transactions concluded on the Website is a transaction between you as the user and the applicable seller. As such, the Provider suggests that should you have any problem, query or concern, you should contact the seller (either via the Website or through the contact details of the seller made available to you) and explain the issue and how you would like it resolved. Many sellers want to resolve problems quickly to avoid negative feedback.
6. You may be entitled to claim for a refund and a return of products (either in terms of the Consumer Protection Act or other applicable laws or regulations) if the seller selling the products through the Website, sold you products that:
  - 6.1 Was advertised in a misleading manner and/or hid costs or other details from you.
  - 6.2 Was stolen or did not come with clear title.
7. Whilst you can report problems to the Provider, usually disputes are between you and the seller as the Provider is not involved in the actual sales process. The Provider will always encourage parties to communicate with each other to resolve disputes amicably.