

## **GradCycle Terms and Conditions**

### ***1. Welcome to GradCycle***

Welcome to GradCycle, operated by Gradcycle LTD, located at 29 Bloomfield Terrace, London, England, SW1W 8PQ, and registered under company number 14929835. GradCycle serves as an online platform connecting buyers and sellers, facilitating transactions of various goods and services within the university community. By accessing or using our website, you agree to comply with and be bound by these Terms and Conditions.

#### **1.1. What We Do**

GradCycle hosts a platform for buyers and sellers to meet, enabling transactions within the university community. Our platform provides a convenient and secure environment for users to buy and sell items such as clothes, textbooks, electronics, furniture, and other university-related goods.

#### **1.2. Agreement**

These Terms and Conditions constitute a legal agreement between you and GradCycle. By accessing or using our website, you acknowledge that you have read, understood, and agree to be bound by all terms and conditions stated herein. It is important to review these terms periodically as they may be updated without prior notice. Your continued use of the website following any changes constitutes acceptance of those changes.

#### **1.3. Contact Information**

If you have any questions or concerns regarding these Terms and Conditions, please contact us at the following email addresses:

- Oliver Williams: [oliverwilliams@gradcycle.co.uk](mailto:oliverwilliams@gradcycle.co.uk)
- Benoit Robert: [benoitrobert@gradcycle.co.uk](mailto:benoitrobert@gradcycle.co.uk)

### ***2. Must Know***

#### **2.1. Becoming a User**

To become a user of GradCycle, you must sign up using a valid university email address, phone number, and other requested information. Users must be either current university students or graduates of university. By signing up, you agree to provide accurate and truthful information. Failure to do so may result in the suspension or termination of your account.

#### **2.2. User Responsibilities**

As a user of GradCycle, you agree to:

- Provide truthful and accurate information during registration and while using the platform.
- Keep your account login details private and confidential. You are solely responsible for maintaining the security of your account.
- Abide by all applicable laws and regulations governing online conduct and transactions.
- Refrain from engaging in any conduct that violates the rights of others or disrupts the operation of the website.

### **2.3. Handling Issues**

GradCycle reserves the right to handle any issues or concerns arising from user conduct or transactions on the platform. In the event of disputes between users, GradCycle may, at its discretion, assist in resolving the dispute. However, GradCycle is not liable for any losses or damages resulting from such disputes.

### **2.4. Payments**

Payments on GradCycle are processed securely through our third-party payment provider, Stripe. By using our platform, you agree to abide by Stripe's terms of service and privacy policy. GradCycle does not store or have access to your payment information, as it is handled entirely by Stripe. For more information on payments, please refer to Stripe's policies.

### **2.5. Messaging Service**

The messaging service on GradCycle is provided through a third-party provider. Users are responsible for their communications conducted through this service. While GradCycle employs measures to ensure the security and privacy of user communications, we cannot guarantee absolute confidentiality. Users are advised to exercise caution when sharing sensitive information through the messaging service.

### **2.6. Account Deletion**

To delete your GradCycle account, please email us at the provided contact addresses. Upon receiving your request, we will deactivate your account and remove your personal information from our database. Please note that some information may be retained for legal or administrative purposes.

## ***3.Selling***

### **3.1. Listing Process**

Sellers can create listings for items they wish to sell by providing detailed descriptions, photos, and pricing information. It is important for sellers to accurately represent the condition and specifications of their items to ensure transparency and trust among buyers.

### **3.2. Editing Listings**

Sellers have the ability to edit their listings after they have been posted. This allows sellers to update information, adjust pricing, or make other modifications as needed. However, sellers should exercise caution when editing listings to avoid misleading buyers.

### **3.3. Delivery Options**

Sellers can choose to offer delivery and/or pick-up options for their items. With the pick-up option, buyers can collect their purchased items directly from the seller. GradCycle encourages the use of pick-up options to promote sustainability and reduce carbon emissions associated with transportation. Sellers and buyers are responsible for coordinating pick-up arrangements, including agreeing on a mutually convenient location and time. GradCycle does not assume liability for any issues arising from pick-up arrangements.

## ***4.Buying***

#### **4.1. Purchase Process**

When purchasing a product on GradCycle, a non-refundable 'protection fee' is included in the price. This fee allows buyers to receive refunds under certain conditions, as outlined in our refund policy. By making a purchase, you agree to the terms and conditions of our refund policy.

#### **4.2. Delivery**

For items requiring delivery, sellers are responsible for selecting and arranging the method of delivery. Buyers should communicate with sellers to confirm delivery details, including shipping carriers and expected delivery times. GradCycle does not assume responsibility for the delivery of items, as this is the sole responsibility of the seller.

#### **4.3. Pick-Up Option**

GradCycle encourages buyers and sellers to utilize the pick-up option whenever possible. Pick-up arrangements should be agreed upon by both parties and conducted in public locations, preferably on university campuses. While GradCycle facilitates the connection between buyers and sellers, we do not mediate or assume liability for pick-up arrangements.

### ***5. Final Terms***

#### **5.1. Legal Responsibility**

GradCycle owns and operates the website in compliance with relevant laws and regulations governing online marketplaces within the UK. We are committed to upholding the rights of users and maintaining the integrity of our platform.

#### **5.2. Guarantee of Conformity**

GradCycle strives to ensure the accuracy and quality of listings on our platform. However, we do not guarantee the conformity or suitability of items listed for sale. Buyers are encouraged to carefully review item descriptions and photos before making a purchase.

#### **5.3. Site Availability**

While GradCycle endeavours to maintain the availability and accessibility of our website, we cannot guarantee uninterrupted or error-free service. We reserve the right to suspend or terminate access to the website for maintenance, upgrades, or other reasons without prior notice.

#### **5.4. Updates to Terms and Conditions**

GradCycle reserves the right to update these Terms and Conditions at any time. We will notify users of any changes through email or by posting a notice on the website. Your continued use of the website following the posting of changes constitutes acceptance of those changes.

Thank you for choosing GradCycle. If you have any further questions or concerns, please do not hesitate to contact us.