

Snatched Terms and Conditions

1. Introduction

Welcome to Snatched. These Terms and Conditions govern your use of our platform and services. By using Snatched, you agree to comply with these terms. If you do not agree, please do not use our services.

2. Company Information

- **Company Name:** Snatched
- **Address:** Lebanon
- **Contact Information:** support@snatchedapp.com

3. Setting Up Your Profile

Creating a trusted profile helps establish your credibility. Ensure your profile includes accurate and truthful information, including a profile picture.

4. Listing and Selling Items

Adding Your Items

- Provide detailed and truthful descriptions of your items.
- Add clear photos that accurately represent the product, reflecting its true condition and color. Avoid using stock or watermarked images.
- Ensure the items you list comply with Snatched's guidelines on allowed items.

Item Review

All items uploaded may be subject to review to ensure compliance with our guidelines. This process typically takes a few hours but can extend to one or two days.

Prohibited Items

Refer to the "What you can sell on Snatched" section for a list of prohibited items. Snatched reserves the right to remove any items that breach our terms.

5. Getting Buyers

Boosting Items

Improve visibility by boosting your items to increase the likelihood of a sale.

Delivery Options

Buyers can choose between meet-up or delivery. If the meet-up option is chosen, you can discuss details such as location, time, and date. You have the right to decline if it is inconvenient.

6. Sold Items

Packing

Ensure items are packed properly, especially fragile items. Use bubble wrap and mark packages as "fragile" if necessary.

Delivery

- If the delivery method is chosen, expect to be contacted by the delivery company within 3 days of order confirmation.
- Buyers have 48 hours after delivery to report any issues.

7. Payments and Earnings

Snatched Wallet

- Your earnings from sold items will be credited to your Snatched Wallet after the buyer's 48-hour review period.
- You can use the funds for purchases on Snatched or request a cash withdrawal through OMT or WISH.

Withdrawing Money

- Activate your Snatched Wallet and follow the instructions to request a cash withdrawal.
- Allow 48 hours for the receipt and code for OMT or WISH withdrawal.

8. Buying Items

Contacting Sellers

- Use Snatched's secure messaging system to contact sellers, ask questions, or make offers.
- Review seller feedback before making a purchase.

Purchasing

- Click "Buy Now" and follow the checkout process, including entering your address and selecting a payment method.
- For meet-ups, arrange details through Snatched's chat system.

9. Buyer Protection

Snatched offers Buyer Protection for purchases made through the platform. You are eligible for a refund if your purchase:

- Is significantly different from the description and pictures.
- Arrives damaged.
- Doesn't arrive at all.

Reporting Issues

You have 48 hours after delivery to report any issues. Contact customer support to discuss your concerns.

10. Seller Protection

Our commitment includes:

- Secure payments through the Snatched Wallet.
- Dedicated support for order-related issues.
- Advocacy in disputes over unjustified refund claims.

11. Refund Policy

Buyer Protection Fee

A Buyer Protection fee is included in purchases made through Snatched, providing the right to a refund under certain conditions.

Requesting a Refund

- Contact customer support within 48 hours of delivery to request a refund.
- Return the item as instructed to receive a refund.

Note: The refund policy does not apply for meet-up transactions outside of Snatched's platform.

12. Modifications to Terms

Snatched reserves the right to modify these terms. Users will be notified of any changes.

13. Governing Law and Dispute Resolution

These terms are governed by the laws of Lebanon and the UAE. Disputes will be resolved through mediation.

14. Privacy Policy

Refer to our [Privacy Policy](#) for information on how we collect, use, and protect your personal data.

15. Miscellaneous

- Intellectual property rights for content on Snatched remain with Snatched or the respective owners.
- Users must comply with all applicable laws and regulations.

By using Snatched, you agree to these Terms and Conditions. For any questions, contact us at support@snatchedapp.com.