

AEROTRADE Seller Fair Trading Policy

This Seller Fair Trading Policy ("Policy") defines the fraudulent activities that sellers on the Marketplace ("Seller") are not allowed to participate in. This is to inculcate professional and reliable seller's behaviour in order to boost the confidence and preserve the trust of customers ("Customers") towards the marketplace, Aerotrade ("Marketplace") operated by Asia Digital Engineering Sdn. Bhd. ("ADE").

ADE has zero tolerance towards fraudulent behaviour. Depending on the severity of the policy violation, ADE may take measures such as locking, restricting or deleting Seller's accounts and freezing payments due to Seller, as deemed necessary by ADE in the event of any breach of this Policy.

If you receive a notification for any violation of this policy, you may file a written appeal request to ADE for consideration.

1. Fraudulent Dealing

Fraudulent dealing is a Seller's violation of this Policy, by participating in fraudulent activities that allegedly infringes on the property rights or other legitimate rights and interests of others.

Below is a non-exhaustive list of examples of fraud:

- The Seller obtains payment by publishing or providing products, services or logistics information that are false or inconsistent with the description of the product listing.
- Defrauding other people's property by implementing fraudulent acts through third-party accounts.
- Sending a phishing link or trojan virus in order to defraud other people's property.
- Unauthorised use of the name of ADE and its affiliates.

Sellers who are found to have participated in fraudulent activities will be issued with a non-compliance notification from ADE. This may result in an immediate termination of the Seller's account or ADE may directly take the necessary action depending on severity and frequency of such non-compliant behaviours.

2. Off-Platform Transactions

Sellers are not allowed to induce Customers to conduct offline transactions. Offline transactions are transactions which originate from the Marketplace, but are executed and completed outside of the Marketplace. Orders which deviate from the fulfilment process are also considered as off platform transactions.

Below is a non-exhaustive list of off platform transactions:

- Customer adds a product to the cart. Seller realises that the item is out of stock. Seller initiates a conversation with Customer to inform Customer that item is out of stock and offers the Customer the option to buy the same product directly from the Seller or on another platform.

- Customer adds a product to the cart. Seller initiates a conversation with Customer and entices the Customer the option to purchase the product directly from Seller or another platform that comes with incentives, discount or selling price that is lower than the advertised price on the Marketplace.
- A Seller posts his/her contact information for Customer to contact directly. Contact information is defined as mobile number, email address and/or any other modes of contact outside of the Marketplace.

Sellers who are found and verified to have violated this Policy by inducing Customers to complete transactions offline will be issued with a non-compliance notification. ADE may directly take the necessary action depending on severity and frequency of such non-compliant behaviour.

3. Anti-Competitive Behaviour

ADE has always been committed to maintaining a fair and equitable marketplace environment so that any Seller and Customer, who chooses to transact on the Marketplace, will not be disadvantaged. ADE will diligently and continuously monitor so as to protect the legitimate rights and interests of other users or platforms.

Anti-competitive behaviour or practices are business practices that prevent and/or reduce competition on the Marketplace.

Below is a non-exhaustive list of anti-competitive behaviour:

- Competitor harm: The Seller maliciously orders, maliciously evaluates, or maliciously complains to other Sellers by itself or by using other accounts, affecting the reputation and normal operation of other Sellers.

Definitions:

Malicious order: refers to the Seller's use of its member accounts to place orders from other Sellers, which affects the normal operation of the other Sellers, such as not paying for stocks.

Malicious evaluation: refers to the Seller using its member account to place orders from other Sellers, maliciously giving bad reviews or evaluating the content which does not match the facts.

Malicious Complaint: The Seller complains to other Sellers by themselves or by using other member accounts. The complaint content lacks relevant basis, or the purpose of the complaint is improper or where such complaint was done to deliberately damage the goodwill of a peer Seller.

Sellers who are found to have engaged in anti-competitive practices are deemed to be non-compliant with this Policy and will be issued with a non-compliance notification from ADE, per incident. ADE may directly take the necessary action depending on severity and frequency of such non-compliant behaviour.

4. Self-Promotion / Ordering own Products

Sellers are not allowed to purchase their own products with intentions to increase their performance, in one way or another, on the Marketplace. Any Seller who is found to have ordered its own products, ordered its own services, or in a way or another collaborated with someone else to order its own products, to intentionally increase performance on Marketplace will be issued with a non-compliance notification, per incident. ADE may directly take the necessary action depending on severity and frequency of such non-compliant behaviour.

Below is a non-exhaustive list of self-promotion:

- A Seller orders its own products or services and submit positive reviews for its own products or services to improve its own rankings.
- A Seller orders its own products or services to increase total order volume or increase flash sales ranking.

5. Unlawful Profit Making Behaviour

Refers to the Seller's violation of Marketplace rules and allegedly infringing on the property rights or other legitimate rights and interests of others.

Below is a non-exhaustive list of unlawful profit making behaviour:

- Using illegal means to defraud the platform to obtain incentives, voucher, subsidies etc.
- The Seller violates the Marketplace platform policies and illegally profits through other means.

Sellers who are found to have engaged in the abovementioned unlawful profit making behaviour are deemed to be non-compliant with this Policy and will be issued with a non-compliance notification, per incident. ADE may directly take the necessary action depending on severity and frequency of such non-complying actions.

6. Fulfilment Fraud

Fulfilment fraud refers to the situations where Sellers deliberately create false shipments to cheat Customers. ADE does not tolerate fraudulent Seller behaviour.

Below are some actions (but not limited to the following) that are considered Fulfilment Fraud:

6.1. Tracking Misrepresentation

During the specified delivery period, the airway bill number is invalid or effective but is not related to the relevant order, misleading the Customer or the Marketplace platform. For example, to avoid the transaction without selling penalties, fill in the invalid airway bill number or the airway bill number that is unrelated to the order transaction.

Examples of tracking misrepresentation are as listed but are not limited to the following:

- Invalid airway bill reference number.

- The Customer and Seller maliciously colluded, and in the absence of real order transactions, misleading the Marketplace platform through misappropriation of false shipments.
- Seller provides valid airway bill reference number but Customer is given tracking number that is not related to the order.
- The Seller induces the Customer to confirm the receipt in advance when the goods have yet to reach the Customer.

6.2. Sending of empty parcels and/or unrelated items to the Customer

These are situations when Seller sends product(s) other than the actual product ordered by the Customer.

Examples of sending unrelated items to Customers (which includes but are not limited to the following):

- Customer orders a product from Seller, through the Marketplace. Upon collection, the Customer receives an empty box.
- Customer orders a product. Upon collection, the Customer did not receive the actual product ordered on the Marketplace.

Sellers who are found to have participated in fraudulent behaviours will be issued with a non-compliance notification and/or ADE may directly take the necessary action depending on severity and frequency of such the non-compliant actions.

7. Trading of Marketplace Seller Accounts

ADE promotes entrepreneurship and is committed to help all businesses grow on its Marketplace platform.

Sellers who wish to become a Marketplace seller will need to register their account. Sellers are required to have their company/organisation's supporting documents and valid address before signing up.

We respect fair business growth and competition, therefore we do not advocate trading of Seller accounts or any unfair, anti-competitive business practices on our platform.

Sellers are not allowed to purchase ready-made Marketplace accounts.

Sellers are also strictly not allowed to create Marketplace accounts and sell or trade the accounts.

Seller accounts verified to have violated the above guidelines will be deactivated immediately.