

Gameflex Platform aims, through this policy and as detailed in the Gameflex [Terms of Use and Privacy Policy](#), to facilitate the users (sellers + buyers) in benefiting from various services, which include:

1. User Registration:

A. Users must register on the platform to access the available services. The registration process requires users to fill out the registration form and provide the necessary documents.

B. Users (both sellers and buyers) are advised to refer to the [Cancellation and Return Policy](#).

C. Registering on the platform as a customer gives you the opportunity to purchase products from various sellers, while registering as a seller allows you to display and sell your products to customers. The platform does not engage in direct sales or purchases or display its own products; it only facilitates the connection between sellers and their customers and the purchasing process. The platform assumes responsibility for any liability resulting from any seller or customer failing to fulfill their obligations.

D. Sellers must comply with the terms of this agreement and any subsequent agreements made directly with the platform. In the event of a violation of the terms of this agreement or any other agreement, the platform reserves the right to suspend the seller's account and demand compensation for any damages incurred due to the violation.

2. Service Execution:

A. Customers log into their accounts on the platform, browse the products offered by sellers, and select the items they wish to purchase. Customers can choose more than one product from the same seller or different sellers in one order.

B. Customers must provide their personal information and methods to utilize the selected product.

C. Customers must pay for their order on the platform after selecting their preferred payment method from the available options on the platform.

D. After payment is completed, the platform reserves the right, in the event of a seller's inability to provide the requested products, to offer the customer options to modify or replace the order or refund the unavailable product.

E. The order will be executed by the seller, and after execution, the seller will communicate with the customer so that the customer can benefit from the paid product.

F. Customers must receive the product at the agreed time as per the seller's terms and conditions outlined on their account.

G. Customers have the right to cancel their order after payment if they do not receive the product or if it does not match the description provided in the description box, according to the terms stated in the Return and Exchange Policy.

H. Sellers must document the customer's receipt of the product and its utilization through pictures and videos. This documentation protects the seller if the customer raises a dispute about the product.

3. Cancellation and Return Policy:

A. Customers have the right to cancel the order if the delivery is delayed beyond the agreed-upon time, as outlined in the [seller's terms and conditions](#).

B. Sellers have the right to cancel the order and refund the customer if the seller is unable to fulfill the order.

C. Customers are not entitled to a refund after receiving the product if the product does not meet the return and exchange conditions outlined in the Return and Exchange Policy.

D. Sellers are responsible for the return fees if the customer requests a return due to the product being different from the description in the description box, or if the product is not functioning (for digital cards).

E. Sellers are responsible for the return fees if they cancel the order due to their inability to fulfill it.

4. Responsibility and Warranty Limits:

A. The seller is responsible for describing the product, specifying its type, and explaining its details to avoid financial disputes with the customer. If the product is different from what the seller described, the seller is responsible for the consequences of their mistake, which includes the return commission fees.

B. Sellers must adhere to the regulatory terms and conditions in their business practices.

C. Sellers must prepare the product for the customer and document the customer's receipt by taking screenshots and videos. Sellers are solely responsible for any damages resulting from delays in delivering the product on time.

D. Customers (buyers) must confirm the receipt of the product at the agreed time. If the customer raises a dispute claiming non-receipt of the product, and the seller fails to provide evidence to the contrary within 24 hours, the amount will be refunded to the customer.

E. When making a purchase from the platform, customers must follow the terms of the agreement and adhere to the regulatory terms and conditions issued by the official authorities. If a customer commits any violation resulting in a breach, the customer alone is responsible for this breach, and the platform is not liable for any legal repercussions arising from the customer's practices and violations. If the platform incurs any damage due to a violation by the customer, it reserves the right to claim compensation.

5. Inventory Inquiry:

A. Product Search: Gameflix allows users to search for a wide range of products on the platform. Search results are based on the available product data. Users acknowledge that product availability is subject to change.

6. Seller Information:

The platform verifies the accuracy of sellers' information and documents their identities. It also notifies sellers to write their terms and conditions for sale on the platform. However, the platform is not responsible if customers do not review the seller's terms and conditions before making a purchase.

7. Seller and Buyer Communication Policy:

Sellers and buyers acknowledge and agree that interactions must be confined within the platform's boundaries. In the event of a violation of the communication policy, the platform reserves the right to suspend the accounts of both the seller and the buyer and to seek compensation.

8. Purchase Order:

Through this service, users can place orders with selected sellers. By allowing for a seamless order process, the platform facilitates efficient transactions and simplifies the ordering process for both parties. The platform retains the amount for the chosen product until the product's receipt is confirmed, and the customer completes the service.

9. Automatic Order Management:

The automatic order management feature allows users to set up recurring orders for frequently requested items with specific sellers. This simplifies the purchasing process for regularly needed products, saving time and effort for both the buyer and the seller.

10. Delivery Confirmation:

After delivery, this service allows users to confirm the receipt of their orders and create an alternative to the delivery notification and complete the service digitally using the Gameflex Platform. To ensure proper record-keeping and help resolve any potential delivery discrepancies, the Gameflex Platform holds the amount until the order is confirmed by the buyer (by clicking the "Confirm Receipt" button). If there is no response from the buyer within 24 hours of the order execution, the receipt is confirmed automatically. Once confirmed, the platform immediately transfers the order amount to the seller's wallet and then to the seller's account within 48 hours according to the period specified by the payment gateways.

11. Digital Delivery:

Sellers must document the digital delivery process, and screenshots and video recordings are examples of delivery documentation. Sellers are responsible for retaining them until the buyer agrees to complete the transaction and accepts the receipt of the product. If the buyer claims non-receipt of the product, the seller must provide the Gameflex Platform with evidence to refute the claim. If the seller fails to provide the evidence within 24 hours, the amount will be refunded to the buyer. Gameflex Platform notes that all transactions are considered final 24 hours after order delivery, and buyers have no right to raise disputes after the stated period. Sellers are entitled to dispose of documentation evidence after the aforementioned period.

12. Order Cancellation:

Users can cancel orders placed directly through the platform. This service provides flexibility for customers who may need to adjust their orders due to changing requirements or unforeseen circumstances, provided that the cancellation is made before the specified time for product receipt and in accordance with the terms and conditions.

13. Order History Statement:

The system provides users with access to their order history, enabling them to view and review their previous orders. This statement serves as a reference for tracking transactions, managing accounts, and making informed decisions for future orders.

14. Collection:

Gameflex transfers the amount for products whose service has been completed by the customer to the seller's wallet. Sellers are entitled to request a transfer to their bank accounts, provided their balance on the Gameflex Platform is not less than 500 SAR.

15. Sales Terms:

A. When a seller wishes to display a product for sale, they must describe all product details as required within the platform.

B. If it is found that the seller used a description that does not match the actual product or its image, the customer is entitled to return the product and get a refund, according to the [Return Policy](#).

C. Sellers must provide the platform with the available quantities of products for sale and must update the inventory after each sale.

D. The seller's decision to accept or reject a customer's order should follow the mechanism specified by the platform.

E. The platform sends reminder notifications to the seller, notifying them to accept or reject the order. If the platform does not receive any notification of acceptance or rejection from the seller within 24 hours of order creation, the order will be automatically canceled.

F. Sellers must verify and confirm the accuracy of the invoice within 72 hours from the date of receipt and cannot dispute its accuracy after this period.