

AFROSTITCHES CONSUMER PROTECTION & CUSTOMER COMPLAINT HANDLING POLICY

Effective Date: 26th January 2026

Platform: www.afrostitches.com

Operator: Afrostitches Digital Innovations Ltd ("Afrostitches", "we", "our", "us")

1. Purpose

Afrostitches is a curated marketplace connecting Buyers with independent African fashion Designers.

This Consumer Protection & Complaint Handling Policy establishes how Afrostitches protects customers, resolves disputes, and complies with applicable consumer protection standards for cross-border e-commerce.

Our objective is to ensure:

- Fair treatment of customers
- Transparency in transactions
- Reliable dispute resolution
- Trust in cross-border purchasing

2. Our Role as a Marketplace

Afrostitches operates as a **marketplace facilitator**, not the manufacturer of goods.

We:

- Verify Designers before listing
- Provide secure payment processing
- Facilitate cross-border ordering
- Mediate disputes between Buyers and Designers
- Enforce quality and service standards

Designers remain responsible for:

- Product accuracy
- Craftsmanship
- Fulfillment and production timelines

3. Consumer Protection Principles

Afrostitches follows these core protection principles:

1. Transparency of product information
2. Honest representation of goods
3. Secure payments
4. Right to raise complaints
5. Fair dispute resolution
6. Protection from fraud and misrepresentation

4. Buyer Protection Measures

AfroStitches implements the following protections:

4.1 Designer Verification

Before approval on the platform, Designers must:

- Provide identity verification
- Provide business or brand information
- Submit sample work or portfolio
- Agree to AfroStitches quality standards

4.2 Secure Payment Handling

Payments are processed through secure third-party payment providers. Funds may be held in a temporary settlement period to allow order verification and protect against fraud.

4.3 Order Tracking

Buyers receive:

- Order confirmation
- Production status updates
- Shipment tracking (where available)

4.4 Quality Standards

AfroStitches may suspend Designers who:

- Misrepresent products
- Deliver substandard goods
- Fail to ship orders
- Accumulate repeated complaints

5. Complaints Handling Procedure

Step 1 — Customer Contact

Buyers should contact AfroStitches Support within **5 days of delivery** (or expected delivery date if undelivered).

Email: info@afrostitches.com

Required information:

- Order number
- Description of issue
- Supporting photos/videos (if applicable)

Step 2 — Acknowledgement

AfroStitches will acknowledge receipt of the complaint within **48 hours**.

Step 3 — Investigation

We will:

- Contact the Designer
- Review product listing
- Examine evidence submitted
- Assess shipment records

Investigation timeline: **3–7 business days**

Step 4 — Resolution

Possible outcomes:

- Replacement product
- Repair or alteration support
- Partial refund
- Full refund
- Store credit

AfroStitches' decision will be based on fairness, evidence, and platform policies.

6. Non-Delivery Protection

If an order is not shipped within the confirmed production + shipping timeframe:

- AfroStitches will contact the Designer
- If unresolved, the Buyer may receive a refund
- Designers may face penalties or suspension

7. Fraud Prevention

AfroStitches monitors for:

- Payment fraud
- Identity fraud
- False claims

We may:

- Request verification documents
- Temporarily hold transactions
- Cancel suspicious orders

8. Escalation Process

If a Buyer is dissatisfied with the resolution:

1. A senior support review will be conducted
2. Additional evidence may be requested
3. A final determination will be issued

AfroStitches aims to resolve disputes internally before external escalation.

9. Regulatory Cooperation

AfroStitches will cooperate with applicable consumer protection authorities where legally required, including those relating to electronic commerce and payment protection in relevant jurisdictions.

10. Data Protection

Customer information collected during dispute resolution is handled according to our Privacy Policy and used only for:

- Complaint resolution
- Fraud prevention
- Legal compliance

11. Designer Accountability

Repeated policy violations may result in:

- Listing removal
- Account suspension
- Permanent removal from the platform
- Withholding of payouts where contractually permitted

12. Limitation

AfroStitches provides mediation and platform oversight but does not guarantee product suitability beyond the representations made by the Designer. However, we enforce platform standards and intervene when those standards are breached.

13. Contact

Customer Support: info@afrostitches.com

By using AfroStitches, Buyers and Designers agree to this Consumer Protection & Complaint Handling Policy.