

# DComPartner Terms & Policies

(Adm-1023)

Last updated: April 13, 2025

Welcome to **DComPartner**, a platform connecting **partners**, **agents**, and **customers** across multiple countries.

By using DComPartner, you agree to the following Terms & Policies. Please read them carefully before continuing.

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## 1. General Overview

DComPartner is owned and operated by **DComPartner International AS** ("we," "our," "us"). The platform enables:

- **Partners** to list and sell their products or services.
- **Agents** to promote these products and earn commissions on successful sales.
- **Customers** to purchase or connect directly through partner links.

Use of DComPartner is entirely voluntary and subject to these Terms & Policies.

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## 2. Definitions

- **Partner** – A company or individual offering products or services for sale through DComPartner.
- **Agent** – A registered user promoting partner products and earning commissions on sales.
- **Customer** – An individual or business purchasing products or services through DComPartner links.
- **Commission** – The percentage or amount earned by agents based on completed transactions.

- **Admin** – The DComPartner team manages approvals, platform integrity, and user compliance.
  - **Platform** – The website, mobile app, and any connected tools under DComPartner.com.
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## 3. Account Registration

### 3.1 Partners

- Partners must provide accurate company information, including business registration, contact details, and product information.
- **All customer payments are made in advance** before any goods are shipped or services are delivered.
- Once the customer's payment is confirmed and cleared by the payment provider, **the partner receives the payment for goods immediately**, in accordance with the payment provider's standard processing times.
- DComPartner and **DComPartner International AS do not hold or delay funds** beyond the processing time required by the payment company.
- All financial transactions on the platform must comply with the **payment company's operational, security, and compliance policies**, including anti-fraud and KYC (Know Your Customer) regulations.
- Partners are responsible for ensuring that their accounts and payment information meet all **verification and compliance requirements** set by the payment provider.
- Partners remain fully responsible for **product delivery, warranty obligations, and return handling** according to consumer protection laws.
- All products listed must comply with applicable national and international regulations, including safety, labeling, and import/export standards.
- DComPartner reserves the right to **temporarily hold or reverse transactions** in cases of suspected fraud, customer disputes, or other issues as required under payment provider guidelines or applicable law.

## 3.2 Agents

- Agents must register truthfully and act ethically when promoting partner products.
- Commissions are earned only on verified, completed transactions.
- DComPartner reserves the right to **adjust commission structures** at any time.
- Agents cannot make false claims or misrepresent partner products.
- Agents must comply with local laws governing marketing, data, and advertising.
- Agents are responsible for maintaining the confidentiality of login details and preventing misuse of their accounts.

## 3.3 Customers

- Customers must provide accurate contact and payment details.
- All payments for products or services are made in **advance** through secure payment channels.
- Customers are responsible for reading all product descriptions, warranties, and terms before purchase.
- Customers agree that **partners**, not DComPartner or **DComPartner International AS**, are responsible for product quality, delivery, and fulfillment.
- Any disputes regarding products or services must first be addressed directly with the partner.

## 4. Fees and Payments

- DComPartner operates on a “**no cure, no pay**” model — there are no upfront fees for joining.
- Partners only pay commissions when sales occur through the platform.
- Agents receive their share of the commission once the transaction is confirmed as complete.
- DComPartner automatically deducts its platform fee from the partner’s payout.

- All payments are processed through approved and regulated **payment service providers** in compliance with financial regulations.
- Neither DComPartner nor **DComPartner International AS** stores or processes customer card data directly.
- Refunds, cancellations, or disputes are handled in line with the payment provider's policies and applicable consumer law.

## 5. Product Standards and Compliance

- All products and descriptions must be appropriate for a public audience.
- Use of **offensive, explicit, or discriminatory content** is prohibited.
- Products flagged for review (due to suspicious or offensive content) will require **manual approval** by Admin.
- Partners are fully responsible for ensuring product accuracy, legal compliance, and warranty obligations.
- Partners may be suspended or removed for non-compliance or repeated customer complaints.

## 6. Intellectual Property

- All trademarks, logos, and branding on DComPartner remain the property of their respective owners.
- Partners retain rights to their product content but grant DComPartner a **non-exclusive right** to display and promote it.
- Agents may use official product images and text solely for sales purposes within the platform's rules.
- Unauthorized duplication, resale, or external distribution of DComPartner materials is strictly prohibited.

## 7. Privacy and Data Protection

- DComPartner complies with **GDPR** and all relevant international privacy laws.
- Personal data is used only for account management, communication, and transaction processing.
- Data is never sold or shared with third parties outside what is necessary for operations and legal compliance.
- Users may request access to, correction of, or deletion of their data by contacting the support team.
- **DComPartner International AS** maintains secure systems for the handling and storage of data in accordance with EU data protection standards.

## 8. Platform Conduct

All users must:

- Respect others and avoid any form of harassment or misuse.
- Do not attempt to hack, manipulate, or misuse system functions.
- Do not use DComPartner to promote unrelated or illegal activities.
- Comply with all applicable national laws, advertising standards, and trade regulations.

Violation of these terms may result in immediate suspension or permanent account removal.

## 9. Dispute Resolution

- Any disputes between **partners and customers** must first be resolved directly between them.
- DComPartner may act as a **neutral facilitator**, but not as a legal party to disputes.
- In case of chargebacks or fraud reports, DComPartner will follow the **payment provider's dispute procedures**.

- Legal disputes involving DComPartner or **DComPartner International AS** are subject to Norwegian law, unless otherwise required by law.

## 10. Limitation of Liability

- DComPartner provides the platform “as is,” without any guarantee of uninterrupted service.
- We are **not responsible** for product quality, delivery issues, damages, or losses caused by partners or agents.
- **DComPartner International AS’s** liability is limited to the amount of commission earned from the specific transaction in question.
- We do not accept liability for indirect, incidental, or consequential damages.

## 11. Suspension or Termination

We reserve the right to:

- Suspend or terminate any account that violates these Terms or engages in fraudulent or unethical activity.
- Remove any content deemed misleading, illegal, or inappropriate.
- Adjust or discontinue services at any time with reasonable notice.
- Deny payouts temporarily in case of ongoing fraud investigations, disputes, or compliance checks.

## 12. Shipping Policy

- All products are shipped directly by the partner responsible for the sale.
- Shipping costs are displayed clearly at checkout before the customer completes the purchase.

- A flat-rate shipping fee may apply to specific products or regions.
- When a flat-rate shipping fee is used, any additional cost beyond this amount is covered by the partner or its designated logistics provider, unless otherwise stated.
- Free shipping is not included unless explicitly stated for a specific product or campaign.
- Delivery times vary by country, carrier, and partner location. All estimated delivery times are indicative only.
- Once an order is shipped, the partner is responsible for providing tracking information where available.
- DComPartner and **DComPartner International AS** are not responsible for delays caused by carriers, customs processing, natural events, or operational disruptions.

### 13. Customs & Import Duties Policy

- International customers are responsible for paying all import duties, VAT, customs clearance charges, and any additional fees imposed by their local customs authority.
- These fees are **not included** in the product price or shipping fee shown at checkout.
- Customs rules vary by country, and charges may be applied upon arrival or during delivery.
- DComPartner, **DComPartner International AS**, and associated partners do **not** have control over customs decisions, fees, or processing times.
- Carriers such as DHL, FedEx, UPS, or national postal services may collect customs charges directly from the customer before delivery or at pickup.
- If a customer refuses to pay customs fees, the package may be returned or destroyed by customs. Any resulting losses or additional fees are the customer's responsibility.
- Partners must ensure that all customs documentation (including required declarations) is completed accurately when shipping internationally.
- DComPartner is not liable for customs delays, customs

## 14. Updates to Terms

These Terms & Policies may be updated periodically.

Users will be notified of significant changes through email or platform notifications.

Continued use of DComPartner after updates constitutes acceptance of the revised terms.

## 15. Contact Information

**DComPartner International AS**

Organization No.: 929471083

Email: [support@dcompartner.com](mailto:support@dcompartner.com)

Website: [www.dcompartner.com](http://www.dcompartner.com)

### Final Note

DComPartner exists to create **win-win relationships** — connecting reliable businesses, motivated agents, and satisfied customers.

By joining, you agree to uphold **integrity, transparency, and professionalism** in every transaction.