

Terms and Conditions for Consumers (Last Updated: November 4, 2025)

Welcome to Localito Marketplace ("Localito", "we", "us", "our"), a platform connecting you with local independent retailers ("Retailers") to browse, pay online, and pick up in-store. By using our website <http://www.localito.com> (or app ("Platform")), you agree to these Terms and Conditions ("Terms").

1. About Us Localito is operated by Localito Marketplace Ltd., a company registered in England and Wales under company number [Insert Number] with a registered office at [Insert Address]. Contact us at hello@localito.com or [phone].

2. Your Agreement

- These Terms govern your use as a consumer. You must be 18+ to use the Platform.
- We may update Terms; continued use implies acceptance.

3. Our Role We are an intermediary marketplace; contracts are between you and Retailers. We do not sell goods but facilitate payments.

4. Ordering and Payment

- Browse Retailer listings, add to cart, pay online (GBP, including VAT).
- Prices set by Retailers; we charge 5-8% commission (included in pricing).
- Confirmation email includes pickup details; Retailers confirm availability.

5. In-Store Pickup

- Collect within 48 hours at Retailer's store with ID/order confirmation.
- Failure to collect may forfeit refund (subject to CCR).

6. Cancellation Rights (14-Day Cooling-Off Period) Under the Consumer Contracts Regulations 2013, you have a 14-day cooling-off period for most goods, starting from pickup.

- **Right to Cancel:** Cancel for any reason within 14 days of pickup; notify us/Retailer via visit/email/form.
- **Return Process:** Return unused/unworn goods within 14 days of cancellation; Retailers inspect for "reasonable inspection" (e.g., trying on clothes). Excessive use (e.g., wearing to events) may reduce refund by depreciation (up to 100% if unsellable).
- **Refund:** Full price (incl. standard delivery if charged) within 14 days of return receipt. No deduction for inspection; return costs yours unless faulty.
- **Exemptions:** No right for personalised/perishable goods, sealed hygiene items (if unsealed), or digital content (if downloaded). See CCR Reg 28.
- **Model Cancellation Form:** [Link to form: "I hereby give notice that I cancel my contract for the supply of [goods], ordered on [date], received [pickup date]. Name: [], Address: [], Signature: [], Date: [].]

Faulty/misdescribed goods: Full rights under Consumer Rights Act 2015 (refund/repair within 30 days).

7. Your Responsibilities Provide accurate details; comply with Retailer policies.

8. Liability We limit liability for Retailer actions (e.g., defective goods) but not for our negligence. Platform "as is"; no uninterrupted access guarantee.

9. Privacy See our Privacy Policy [link].

10. Governing Law English law; disputes in English courts. Contact us for questions.