

Supplier Protection Programme

Version 1.1 – last updated May 2022

General

Thanks to Hokodo's payment facilities, B2B Marketplaces offer payment terms to their Customers while paying their Suppliers shortly after delivery. Under certain circumstances, Hokodo bears the risk that a Customer fails to settle a Claim when it falls due. In order for Hokodo to bear the risk associated with fraudulent orders, the Marketplace's Suppliers must comply with this Supplier Protection Programme (the "Programme").

This Programme applies to the delivery or collection of goods and services to Customers within the United Kingdom of Great Britain and Northern Ireland.

1. Protection Programme Requirements

- 1.1. The Supplier must notify the Marketplace that the goods have been dispatched ("Fulfilment Notification") within 1 working day of handing the goods over to the Shipping provider.
- 1.2. The Supplier shall comply with the following shipping requirements:
 - 1.2.1. Shipped goods shall have a Tracking ID, which will be shared with the Marketplace as part of the Fulfilment notification, or upon request.
 - 1.2.2. It must be possible for Shipping to be tracked online.
 - 1.2.3. Digital goods (for example, downloads, digital license software codes, etc.) are not covered by this Programme, with the exception of digital software which forms part of an order that includes physical items as well, and on the condition that the software can be de-activated if Hokodo discovers that the order is fraudulent.
 - 1.2.4. Goods collected in person by the Customer (for example from the Supplier's warehouse) are not covered by this Programme.
- 1.3. The Supplier shall comply with the following proof of delivery requirements:
 - 1.3.1. Goods must be delivered to the Customer at the delivery address approved by the Marketplace¹ at the time the Marketplace Accepted the order (or an address subsequently approved by Hokodo in writing).
 - 1.3.2. A proof of delivery shall be available to be produced upon request, including:
 - 1.3.2.1. Recipient's name

¹ This Programme does not provide protection for goods having been redirected whilst in transit, unless the new address is approved by the Marketplace.

- 1.3.2.2. Recipient's signature
 - 1.3.2.3. Delivery address (Including street, house number, postcode and city)
 - 1.3.2.4. GPS location of delivery, or a photograph clearly showing the location and goods delivered
 - 1.3.2.5. Date and time of delivery
- 1.4. The Supplier shall store the information related to the respective delivery for at least six (6) months and, upon request, provide such information to the Marketplace.
 - 1.5. The Supplier shall comply with the following Fulfilment requirements:
 - 1.5.1. The Supplier shall not dispatch goods or perform services after having been informed by the Marketplace that an order has been rejected due to being deemed as potentially fraudulent.
 - 1.5.2. If the Marketplace approves an order for delivery, and subsequently identifies a potential fraud issue, the Supplier shall, upon the Marketplace's request, attempt to stop a delivery or provide the Marketplace with the authorisation and information to contact the delivery provider and to prevent delivery. If the order has not yet been dispatched then the Supplier shall make all reasonable effort to prevent dispatch. If the order has been dispatched but not yet delivered, then the Supplier shall make all reasonable effort to prevent delivery.
 - 1.5.3. In case of a fraudulent transaction, if it is possible to recover the goods, then the Supplier shall assist the Marketplace and the victim to return the goods to the Supplier.
 - 1.6. The Supplier must reply to the Marketplace's requests within the following timeline:
 - 1.6.1. Requests to provide tracking IDs which were not already provided as part of the Fulfilment API call must be responded to within one (1) Working Day.
 - 1.6.2. All other requests for information must be responded to within three (3) Working Days.
 - 1.7. The Supplier shall provide the Marketplace with up to date contact details (e-mail address) for such requests.