

SBG Marketplace Terms of Service

Effective date: September 21, 2026

These Terms of Service (“Terms”) govern your access to and use of SBG Marketplace, including its website, mobile application, marketplace, partner tools, AI-assisted services and related features (collectively, the “Platform”). The Platform is operated by Style Bridge Global LLC (“SBG,” “we,” “us” or “our”), a Massachusetts limited liability company.

By accessing the Platform, creating an account, listing a product, submitting a request, making a purchase or otherwise using our services, you agree to these Terms and our Privacy Policy. If you do not agree, please do not use the Platform.

1. Eligibility and accounts

You must be legally capable of entering a binding agreement in your location. The Platform is not intended for children under 13.

You must provide accurate and current account information and protect your login credentials. You are responsible for activities conducted through your account. Notify SBG promptly if you suspect unauthorized access.

You may not impersonate another person, create deceptive accounts or use the Platform for unlawful purposes.

2. Marketplace roles

SBG Marketplace connects customers, artisans, sellers, sourcing partners and service providers across different markets.

Unless a product page expressly identifies SBG as the seller, products may be offered by independent artisans or marketplace sellers. Those sellers are responsible for the accuracy, legality, quality, availability and fulfillment of their listings. SBG may review, approve, reject, suspend or remove listings but does not guarantee every seller, product or transaction.

Artisans and partners are not employees or legal representatives of SBG unless a separate written agreement expressly states otherwise.

3. Listings and product information

Sellers must provide accurate descriptions, images, prices, quantities, materials, origin information, shipping information and other required details.

Colors, measurements and appearance may vary because of photography, screens, handmade production and natural materials. Handmade and artisan goods may contain reasonable variations that are not defects.

SBG may correct errors, request supporting documentation, place listings under review or remove products that violate these Terms. Sellers of branded, collectible or high-value products may be required to provide receipts, certificates or other reasonable proof of authenticity before a listing is approved or fulfilled. SBG may periodically review seller performance, including fulfillment, accuracy, customer complaints, returns and policy compliance.

4. Prices, promotions and availability

Prices are shown in the currency displayed at checkout. Currency conversions may be estimates and may change before payment is completed.

Artisans may propose price changes and promotions for their own products. Proposed changes may require SBG approval before becoming visible to customers. A promotion may include a percentage discount, sale price, promotion type and start and end dates. The normal product price remains the underlying price unless an approved promotion is active.

Promotional availability is determined using the approved promotion window. Expired or unapproved promotions are not binding. SBG is committed to honoring the price displayed to a customer when the customer completes an order and receives an order confirmation at that price, including when an ordinary internal pricing mistake occurred. Before payment, SBG may correct a price and give the customer the choice to proceed at the corrected price or cancel. After payment, SBG may cancel or correct an order only when the displayed price resulted from an unmistakable technical malfunction, unauthorized manipulation or fraud; the transaction would violate law; or the product is genuinely unavailable. If SBG cannot honor an order for one of those limited reasons, SBG will promptly notify the customer and issue a full refund.

Products and quantities are subject to availability.

5. Orders and payments

Submitting an order is an offer to purchase. An order is accepted when payment is confirmed and SBG issues an order confirmation. Once accepted, SBG will honor the confirmed price subject only to the narrow exceptions stated in Section 4. SBG may reject or cancel an order for unavailable inventory, suspected fraud, legal restrictions, delivery limitations or an unmistakable technical malfunction. Any cancellation after payment will include prompt notice and a full refund.

Payments may be processed through third-party providers such as Stripe, M-PESA or other approved payment services. Those providers may apply their own terms and privacy practices. SBG does not directly store complete payment-card credentials when payment information is handled by the payment provider.

Before payment, checkout will provide a summary of the product price, approved discount, shipping charge, applicable taxes and any other charge collected by SBG. When customs duties, import taxes, carrier fees or payment-provider charges cannot be calculated in advance, SBG will identify the party responsible and disclose that additional charges may apply. Customers are responsible only for charges disclosed at checkout or imposed by law or an identified third-party provider.

6. Shipping, customs and delivery

Delivery estimates are not guarantees. Delays may occur because of carriers, customs authorities, weather, security reviews, incorrect addresses or circumstances outside SBG's reasonable control.

International orders may require customs declarations, identification, duties, taxes or clearance documents. Unless the order expressly states otherwise, the recipient is responsible for satisfying local import requirements and paying recipient-assessed duties or fees.

Risk of loss and responsibility for delivery are governed by the applicable order terms and mandatory consumer-protection laws.

7. Returns, refunds and damaged items

Return windows, return destinations and support procedures may differ by customer location, seller location and product type. The current location-specific policy and instructions are maintained on SBG's Contact and Support page at <https://www.stylebridgeglobal.com/contact> so customers can always access the latest applicable process from one source.

Eligible products must generally be unused, unworn, unwashed and returned with their original packaging and proof of purchase within the period shown for the customer's location. Customized, personalized, perishable, hygiene-sensitive, clearance or final-sale products, and products damaged after delivery, may be excluded where permitted by law. Location-specific mandatory consumer rights always apply.

Customers must inspect deliveries promptly and report missing, incorrect or damaged items through the Contact and Support page with supporting photographs and order information. SBG will acknowledge a complete dispute or return request within two business days and will provide a decision or meaningful status update within ten business days. Complex carrier, customs, payment or seller investigations may require additional time, and SBG will keep the customer informed.

Approved refunds are returned through the original payment method when reasonably possible. Payment providers and financial institutions may require additional processing time. Nothing in these Terms removes consumer rights that cannot legally be waived.

8. Artisan and partner responsibilities

Artisans and partners must:

- Own or have permission to sell all listed products and content.
- Provide truthful product, inventory and pricing information.
- Comply with applicable product-safety, tax, export, import and consumer laws.
- Fulfill accepted orders professionally and on time.
- Protect customer and SBG information.
- Avoid counterfeit, stolen, unsafe, prohibited or infringing goods.
- Follow SBG's approval, inspection, shipping and payment procedures.

SBG may hold funds, suspend access, cancel listings or require additional verification when reasonably necessary to address fraud, disputes, safety concerns or legal requirements.

Commission calculations and partner payments are governed by the applicable partner agreement and approved SBG records.

9. Prohibited conduct and products

You may not use the Platform to:

- Violate law or another person's rights.
- Sell counterfeit, stolen, unsafe or prohibited products.
- Manipulate prices, reviews, orders or promotions.
- Upload malware or interfere with Platform security.

- Scrape, copy or reverse engineer protected Platform features.
- Harass, threaten, discriminate against or defraud another user.
- Circumvent SBG payment, review or marketplace procedures.
- Submit content that is unlawful, deceptive, obscene or infringing.

10. User content and intellectual property

You retain ownership of content you submit. You grant SBG a worldwide, nonexclusive, royalty-free license to host, reproduce, resize, translate, display and distribute that content as reasonably necessary to operate, market and improve the Platform.

You confirm that you have the rights required to submit the content.

SBG's name, logos, designs, software, text and other proprietary materials are owned by SBG or its licensors. No rights are granted except the limited right to use the Platform under these Terms.

11. AI-assisted features

The Platform may provide AI-assisted search, recommendations, product identification, design guidance, data services or other automated features.

AI output may be incomplete or inaccurate and must not be treated as professional, legal, medical, financial or safety advice. Users must review AI-generated information before relying on it. Artisans remain responsible for confirming design feasibility, price, timing and production decisions.

Do not submit confidential, restricted or sensitive information to an AI feature unless the feature expressly requests it and you are authorized to provide it.

12. Privacy

Our collection and use of personal information are described in the SBG Marketplace Privacy Policy. SBG does not sell personal information or share it for third-party marketing without the user's explicit opt-in consent. Available privacy and communication controls may be managed through account settings. By using the Platform, you acknowledge those practices.

13. Account suspension and deletion

You may request account deletion through the Platform's account settings. Certain records may be retained when required for completed transactions, fraud prevention, tax, accounting, dispute resolution or legal compliance.

SBG may limit, suspend or terminate access when a user violates these Terms, creates risk, fails verification or engages in harmful or unlawful conduct. When reasonably possible, SBG will provide notice and an opportunity to respond.

14. Third-party services

The Platform may link to or rely on third-party services, including payment processors, shipping providers, analytics services, cloud hosting and external marketplaces. SBG is not responsible for third-party services outside its control. Your use of those services may be governed by separate terms.

15. Disclaimers

To the maximum extent permitted by law, the Platform is provided “as is” and “as available.” SBG does not guarantee uninterrupted operation, error-free information, continuous product availability or specific business results.

Nothing in this section excludes warranties or protections that cannot legally be excluded.

16. Limitation of liability

To the maximum extent permitted by law, SBG will not be liable for indirect, incidental, special, exemplary or consequential damages, including lost profits, lost opportunities or lost data.

SBG's aggregate liability arising from a particular transaction will not exceed the amount paid to SBG for that transaction, except where a different limitation is required by law. These limitations do not apply to SBG's fraud, willful misconduct, gross negligence, or a data breach caused by SBG's failure to use legally required safeguards, or to any liability that cannot legally be limited.

17. Indemnification

To the extent permitted by law, sellers, artisans and partners agree to defend and indemnify SBG against third-party claims resulting from their products, listings, content, legal violations or breach of these Terms.

18. Governing law and disputes

These Terms are governed by the laws of the Commonwealth of Massachusetts, without regard to conflict-of-law principles, except where mandatory local consumer law applies.

Any dispute not resolved informally will be brought in a court with lawful jurisdiction in Massachusetts, unless applicable law gives the consumer a different right.

Before filing a claim, submit the dispute through <https://www.stylebridgeglobal.com/contact> and allow SBG a reasonable opportunity to resolve the matter. SBG will acknowledge a complete dispute within two business days and provide a decision or meaningful status update within ten business days. This informal process does not shorten any legal deadline or remove rights that cannot be waived.

19. Changes to these Terms

SBG may update these Terms to reflect changes in the Platform, law or business operations. Material changes will be communicated through the Platform or another appropriate method. When practical, SBG will provide a plain-language summary and change log. The effective date above identifies the latest version. Translations may be provided for convenience; where legally permitted, the English version controls if a translation conflicts with it.

20. Contact

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Massachusetts, United States

Email: info@stylebridgeglobal.com

Website: <https://www.stylebridgeglobal.com>