

Soutradel Terms of Service

Last updated: 7th April 2025

This Terms of Service ("Agreement") is entered into between **Soutradel Trading Limited**, a procurement and logistics company registered in Zambia, and **you** (the client, business, or organization accessing or using our services). By using our website or engaging with our services, you agree to be bound by these terms.

1. Description of Services

Soutradel provides professional **procurement, logistics, and supply chain solutions**, including but not limited to:

- Sourcing local and international goods and services.
- Handling shipping, customs clearance, and delivery.
- Advisory and project management for procurement operations.

These services may be accessed via our website, through direct client contact, or via digital communication channels.

2. Acceptance of Terms

By engaging Soutradel, you represent that:

- You are of legal age and have the authority to enter into this Agreement.
- You accept these terms on behalf of yourself or the entity you represent.
- If you disagree with any part of this Agreement, you must not use our services.

3. Client Obligations

As a client, you agree to:

- Provide accurate and up-to-date information necessary for us to deliver services.
- Make timely payments for services rendered.
- Communicate clearly any specifications, delivery requirements, or special conditions related to your procurement needs.

4. Payment Terms

- Fees are agreed upon through quotations or contracts and are payable upon receipt of the invoice unless otherwise stated.
- Late payments may incur penalties or service interruptions.
- Taxes and applicable government charges are the client's responsibility unless specified otherwise.

5. Restrictions on Use

You agree not to:

- Use our services for unlawful purposes.
- Resell, replicate, or misrepresent our brand or services.
- Interfere with or attempt to bypass our operational systems.
- Engage in any activity that disrupts service provision or breaches trust.

6. Confidentiality and Intellectual Property

- All proprietary materials, including documents, proposals, logos, and brand assets remain the exclusive property of Soutradel unless otherwise agreed.
- Clients must not share or publish confidential information received during service provision without prior consent.

7. Service Modifications and Termination

Soutradel may:

- Modify, enhance, or discontinue services with prior notice.
- Suspend or terminate services in cases of misuse, non-payment, breach of contract, or legal obligations.
- Clients may cancel a service by written notice subject to the terms in their contract or agreement.

8. Liability and Warranties

- Our services are provided on an "as-is" basis. We do not guarantee uninterrupted or error-free delivery of third-party logistics.
- Soutradel shall not be liable for indirect, incidental, or consequential damages.
- Our total liability shall not exceed the fees paid by the client within the past 12 months prior to the dispute.

9. Privacy and Data Protection

Your personal and business data is handled in accordance with our Privacy Policy. By using our services, you consent to our data handling practices, including the use of cookies and analytics for service improvement.

10. Dispute Resolution and Governing Law

This Agreement is governed by the laws of the **Republic of Zambia**. In case of disputes, parties shall first attempt an amicable resolution. If that fails, disputes shall be settled in Lusaka courts with proper legal representation.

11. Changes to Terms

We may update these Terms of Service periodically. You will be notified via email or a notice on our website. Continued use of our services after the effective date will indicate your acceptance of the revised terms.

12. Contact Information

For legal inquiries, complaints, or termination requests, please contact:

Soutradel Trading Limited

Email: info@soutradel.com

Website: www.soutradel.com