

# GR HIRE HUB VENDOR TERMS & CONDITIONS

Last Updated: 01 May 2026

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## 1. Introduction and Agreement to Terms

This agreement is entered into between **GR Hire Hub** ("we", "us", or "our") and any registered vendor ("you" or "Vendor").

By:

- Creating an account
- Accepting these Terms
- Purchasing a subscription

You confirm that:

- You have **read and understood** these Terms
- You agree to be **legally bound** by them
- You accept our **Vendor Privacy Policy**

This constitutes a valid electronic agreement under the **Electronic Communications and Transactions Act (ECTA)**.

You further warrant that:

- You have **full legal capacity and authority** to enter into this agreement

These Terms + the Vendor Privacy Policy form the **entire agreement**.

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## 2. Platform Nature and Role Limitation

GR Hire Hub operates strictly as a:

- **Digital advertising and listing platform**
- **Lead referral service**

We do **not**:

- Buy or sell goods/services
- Act as a broker, agent, or intermediary
- Process payments between Vendors and Buyers
- Guarantee transactions, leads, or outcomes

All transactions occur **solely between Vendor and Buyer**.

We are **not a party** to any agreement, negotiation, or dispute.

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### 3. Independent Status and Non-Agency

- Vendors operate as **independent entities**
- You may not imply that GR Hire Hub:
  - Approves or verifies your offerings
  - Guarantees quality or compliance
  - Is involved in transactions

All Vendors remain fully independent.

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### 4. Account Registration and Security

You agree to:

- Provide **accurate and complete information**
- Maintain the **confidentiality of login credentials**
- Accept responsibility for **all activity on your account**

You must:

- Notify us immediately of unauthorised access

We reserve the right to:

- Verify, suspend, or terminate accounts

This aligns with our **Vendor Privacy Policy** regarding data handling and security.

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### 5. Subscription Fees, Billing and Renewal

**Available Packages:**

- Silver: **30-day trial (R0)**
- Gold: **R195/month**
- Platinum: **R395/month**
- Ultimate Plus: **R695/month**

**Billing Terms:**

- Charged **monthly in advance**
  - **Auto-renews** unless cancelled
  - Pricing may be adjusted with notice
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#### 5.1 Cancellation Policy

- Cancellation via your **Membership Account**
- Must be done **at least 48 hours before billing date**

If cancelled late:

- The next billing cycle remains **fully payable**
  - Access continues until the end of the paid period
  - **No refunds or partial credits** (to the extent permitted by law)
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## 6. Vendor Conduct and Listing Requirements

You agree to:

- Provide **accurate and lawful listings**
- Use **genuine images and descriptions**
- Maintain **availability and honour pricing**

You may not:

- Misrepresent goods/services
- Upload misleading, stolen, or counterfeit content
- Manipulate platform engagement

We may remove listings **without notice**.

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## 7. Consumer Protection Act (CPA) Compliance

You are solely responsible for:

- Product/service quality and safety
- Accurate descriptions and pricing
- Warranties, refunds, and returns
- Handling disputes

GR Hire Hub:

- Is **not a supplier, agent, or intermediary**
  - Bears **no liability under the CPA**
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## 8. Prohibited Content and Use

You may not use the platform for:

- Illegal or restricted goods/services
- Fraudulent or deceptive activity
- Hate speech or harmful content
- Copyright infringement
- Malware, scams, or harmful software

Violations may result in **immediate suspension or termination**.

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## 9. Fulfilment, Delivery and Risk

You are solely responsible for:

- Delivery and logistics
- Service performance timelines
- Risk of loss or damage until Buyer acceptance

GR Hire Hub is **not responsible** for fulfilment disputes.

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## 10. Warranties, Returns and Disputes

You are solely responsible for:

- Returns and refunds
- Warranty claims
- Customer disputes

GR Hire Hub does **not mediate or arbitrate disputes**.

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## 11. Product and Service Liability

You:

- Act as the **sole supplier**
- Accept full liability for goods/services

You agree to **indemnify GR Hire Hub** against claims arising from:

- Defective or unsafe products
  - Misrepresentation or negligence
  - Service failures
  - CPA-related claims
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## 12. Lead Generation Services

We may provide **buyer enquiries (“Leads”)**.

Important:

- Leads are **informational only**
- We do **not verify Buyers**
- We do **not guarantee conversion or legitimacy**

You must independently **verify all Leads**.

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## 13. POPIA and Data Protection

You must comply with **POPIA** and:

- Use Buyer data only for legitimate purposes
- Protect personal information from unauthorised access
- Not sell, misuse, or unlawfully share data

You agree to:

- Cooperate with our **Information Officer**
- Comply with all data protection requirements

You indemnify GR Hire Hub for any **data breaches caused by you**.

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## 14. Intellectual Property

- All platform systems, branding, and software belong to **GR Hire Hub**
- You retain ownership of your content

You grant us a:

- **Non-exclusive, worldwide licence**
- To use content for platform operation and promotion

This excludes sensitive personal data governed by privacy laws.

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## 15. Liability Limitation and Indemnity

To the fullest extent permitted by law:

- Platform is provided “**as is**”
- We are not liable for:
  - Indirect or consequential damages
  - Loss of income, data, or opportunity

**Maximum liability:**

Limited to fees paid in the **last 3 months**

You agree to indemnify GR Hire Hub against claims arising from:

- Your use of the platform
  - Your transactions with Buyers
  - Breach of these Terms
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## 16. Suspension and Termination

We may suspend or terminate your account if you:

- Breach these Terms
- Fail to pay subscription fees
- Engage in fraud or harmful conduct
- Compromise platform integrity

Termination results in **immediate loss of access**.

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## 17. Force Majeure

We are not liable for delays caused by events beyond our control, including:

- Natural disasters
- Government actions
- Internet or infrastructure failures
- Load shedding

Subscription fees remain payable during such events.

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## 18. Legal Notices

All notices must be sent to:

-  **Email:** [info@grhirehub.co.za](mailto:info@grhirehub.co.za)
  -  **Address:** Online Listing Website
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## 19. Dispute Resolution and Communication Protocol

### 19.1 Mandatory First Step

All disputes must first be submitted to GR Hire Hub.

### 19.2 Communication Method

 [info@grhirehub.co.za](mailto:info@grhirehub.co.za) and all other communication channels on the GR Hire Hub or connected directly as owned by GR Hire Hub all privately and not publicly

### 19.3 Response Time

- Minimum: **72 hours**
- Business hours: Mon–Fri, 08:00–17:00

### 19.4 Good Faith Engagement

Parties must attempt to resolve disputes constructively.

### 19.5 Scope

Applies to all individuals and entities (local and international).

### 19.6 Restriction on Escalation

No dispute may be escalated publicly or legally without following this process.

### **19.7 Legal Rights Preserved**

This clause does not limit rights under POPIA or other applicable laws. Above must be adhered to before approaching any legal or government, municipal bodies or individuals or institutions.

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## **20. General Provisions**

- These Terms + Vendor Privacy Policy = **full agreement**
- Invalid clauses do not affect the remainder
- Governed by **South African law**
- You consent to **South African court jurisdiction**