

Friym - FIDEVO GROUP SAS

Friym Terms of Sale - v1.0 - effective since 2026-07-09

Friym Terms of Sale

This document governs the relationship between Friym, sellers (holders of a shop on a Page), and their buyers. It applies in addition to the [Friym Page Terms](#) whenever a Page activates its commercial features (shop).

By activating a shop, you agree to these Terms of Sale, in addition to the Page Terms.

0. Who provides this service

Friym is a service published by **FIDEVO GROUP SAS**, a company incorporated in Benin, registered with the Trade and Personal Property Credit Register under number RB/PNO/25 B 6467 dated November 20, 2025, Porto-Novo, Republic of Benin, acting as a **software service provider**.

FIDEVO GROUP SAS is neither a payment institution nor a merchant of record. Payment processing, collection, and fund disbursement services are provided by one or more licensed payment service providers that partner with Friym. Friym orchestrates the transaction and the commission, but does not hold or custody users' funds.

For any questions: support@friym.com

1. Scope of application

These terms apply to any Page that has activated its shop on Friym, and to any transaction carried out through that shop - whether for digital products or services.

Product types covered at launch (v3.0):

Type	Availability	Delivery
Service	iOS, Android, Web (as available)	Manual - the seller fulfills it themselves after payment
Digital product	iOS, Android, Web (as available)	Automatic - file delivered by Friym via secure link after payment confirmation

Physical products are not available at this stage and will be addressed in a future update of these terms if applicable.

2. One shop per identity

Only one shop is allowed per identity on Friym. Once activated, a shop is permanently linked to the account that created it. Only a Page-type profile may activate a shop.

3. Seller obligations

By activating your shop and publishing a product or service, you agree to:

- **Faithfully deliver what you describe.** For a service, you perform it as presented, within the announced timeframe. For a digital product, the delivered file matches exactly the published description and visuals.
 - **Provide accurate information:** description, price, timelines, delivery or fulfillment terms, and refund conditions where applicable.
 - **Respond to buyers** diligently, particularly for services requiring contact after payment.
 - **Not publish** any misleading, fraudulent, or unlawful product or service, nor sell goods or services whose sale is prohibited under applicable law.
 - **Comply with tax laws** applicable in your country of residence or activity regarding income earned from your sales on Friym.
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4. Commission and fund disbursement

- Friym charges a **fixed 5% commission** on the gross amount of each sale, automatically deducted at the time of payment.
 - This commission is fixed and public. Any change will be subject to prior notice in accordance with Section 11.
 - The net amount (sale price minus Friym's commission, minus any affiliate commission) is credited to your seller balance as soon as the order is confirmed.
 - Payouts to your Mobile Money payment method are triggered **automatically every 48 hours**, for any available balance reaching the minimum threshold of **2,000 FCFA**. Below this threshold, funds remain credited to your balance and roll over to the next payout.
 - Each payout is capped at **150,000 FCFA**. If your available balance exceeds this cap, the excess remains in your balance and is paid out during the next automatic payout.
 - Manual withdrawal is not available at launch; only the automatic payout described above applies.
 - If a payout fails, Friym automatically retries the operation. After several unsuccessful attempts, you are notified and asked to contact support to update your fund-receiving method; the amount concerned remains credited to your balance until resolved.
 - All amounts are processed in whole units (cents); no rounding is applied in Friym's favor.
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5. Specifics by product type

5.1 Service

- After the buyer's payment, you are notified via push notification, in-app notification (web or mobile), or email - depending on your notification preferences - and must make contact or perform the service according to the announced terms.

- The order is marked as completed once delivery is confirmed by the buyer, or automatically after a 5-day period if the buyer does not respond.
- In the event of non-delivery, the buyer may open a dispute (see Section 7).

5.2 Digital product

- You upload the deliverable file when creating the product. This file is never publicly accessible.
 - After payment confirmation, Friym automatically generates a secure download link, valid for **5 days** and usable up to **3 times**, sent to the buyer.
 - The order is automatically marked as completed as soon as the link is generated - no action is required on your part after the product is listed.
 - You warrant that you hold all necessary rights to the delivered content.
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6. Refunds

- A buyer may request a refund within **48 hours** of purchase if they have not downloaded a digital product. For a service that was not rendered or not as described, the buyer has **30 days** from the expected delivery date to report the dispute to Friym, which issues its decision within **15 business days** of receiving both parties' submissions (see Section 7).
 - This 48-hour refund window for digital products is distinct from the 5-day download window mentioned in Section 5.2: after 48 hours from purchase, the digital product is considered accepted and is no longer refundable, even if the download link remains active and downloads remain available.
 - The final decision regarding a refund rests with Friym.
 - In the event of a refund, any affiliate commission associated with the sale is cancelled.
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7. Disputes

- Any dispute between a buyer and a seller relating to an order is resolved by Friym, based on information provided by both parties. For a dispute concerning a service, the buyer must first contact the seller via the platform's messaging feature; if no amicable resolution is reached within **5 days**, the buyer may refer the matter to Friym, which issues its decision within **15 business days** of receiving both parties' submissions.
 - You agree to cooperate in good faith and provide any information relevant to a dispute.
 - Friym's decision regarding a dispute is final within the scope of using the platform.
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8. Fraud and suspension

- Any attempted fraud (false description, repeated non-delivery, fraudulent use of payment methods, circumvention of affiliate rules, etc.) results in the **permanent suspension of the shop**, without prior notice.
 - Friym reserves the right to hold funds pending payout in the event of suspected fraud, for the duration of the investigation.
 - A suspended shop may have its catalog hidden or its purchases blocked depending on the severity of the reason.
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9. Identity verification (KYC)

- Full shop activation (and therefore the ability to complete a sale) requires identity verification. You must provide a selfie with your ID document, the front of that document (and the back if applicable), your Mobile Money information, and the corresponding details (document type and number, full name).
 - Until this verification is validated, your catalog may be visible, but purchases remain blocked.
 - Your submission is subject to automated checks (including the uniqueness of your ID document and Mobile Money number on the platform, as well as the validity of your Mobile Money information), followed by manual review by Friym.
 - If rejected, you are informed of the reason and may submit a new request after a **7-day** waiting period.
 - After **3 rejections**, your access to Friym's commercial features is **permanently blocked**. You may still contact [**support@friym.com**](mailto:support@friym.com) with any questions regarding this decision.
 - Your identification data is retained for **5 years**, in accordance with our legal obligations, including after deletion of your profile or shop.
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10. Friym's role in payment

Friym relies on one or more licensed third-party payment service providers to process transactions, and may change this list without such change constituting a material amendment to these terms. Friym is not a payment institution and does not act as a merchant of record: it is the partner payment provider that processes and secures the financial transaction itself. Friym orchestrates the order, calculates and applies the commission, and triggers the payout to the seller through that provider.

11. Amendment of these terms

Friym may amend these Terms of Sale at any time. Sellers will be notified of any material change through the platform, with a reasonable period before it takes effect. Continued commercial activity on Friym after such notice constitutes acceptance of the amended terms.

12. Governing law

These terms are governed by the laws of Benin. Any dispute relating to their interpretation or performance falls under the jurisdiction of the courts of Porto-Novo, Benin, except where mandatory law applicable to the seller in their country of residence provides otherwise.