

Friym - FIDEVO GROUP SAS

Friym Terms of Sale - v2.0 - effective since 2026-09-16

Friym Terms of Sale

Version 2.0 — published on 8 September 2026, effective 16 September 2026. It replaces version 1.0 of 9 July 2026 and covers the sale of physical goods. Previous versions remain available as PDFs at the bottom of this page.

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 accept 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 Beninese company registered with the Trade and Personal Property Credit Register under number RB/PNO/25 B 6467 dated 20 November 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, collection and payout services are provided by one or more licensed payment service providers partnered with Friym. Friym orchestrates the transaction and the commission, but neither holds nor keeps users' funds.

The sales contract is concluded between the buyer and the seller. Friym is not a party to it and sells nothing in its own name.

For any question: support@friym.com

1. Scope

These terms apply to any Page that has activated its shop on Friym, and to any transaction carried out through that shop.

Product types covered:

Type	Delivery
Service	Manual - the seller performs the service themselves after payment
Digital product	Automatic - file delivered by Friym via a secure link after payment confirmation
Physical goods	Shipped by the seller, at their cost and under their responsibility, within the stated timeframe

Creator subscriptions are not available at this stage and will be covered by a later update of these terms.

2. One shop per identity

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

3. Seller commitments

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

- **Deliver faithfully what you describe.** For a service, you perform it as presented and within the announced timeframe. For a digital product, the file delivered matches exactly the description and visuals published. For physical goods, the item shipped matches its description, its visuals and its stated characteristics.
 - **Provide accurate and complete information:** description, main characteristics, total price, shipping costs, dispatch and delivery timeframes, geographic area served, return and refund terms.
 - **Respond to buyers** diligently, in particular for services requiring contact after payment and for shipment tracking.
 - **Meet your legal obligations as a professional seller**, notably regarding pre-contractual information, conformity of goods, legal warranty and the right of withdrawal where the law applicable to your buyer provides for them.
 - **Not publish any misleading, fraudulent or illegal product or service**, nor sell goods or services whose sale is prohibited by applicable law.
 - **Comply with tax law** applicable in your country of residence or activity regarding income earned from your sales on Friym.
-

4. Commission and payouts

- Friym applies a **flat 5% commission** on the gross amount of each sale, taken automatically at the time of payment.
- This commission is fixed and public. Any change will be notified in advance in accordance with section 13.
- The net amount (sale price less Friym commission, less any affiliate commission) is credited to your seller balance upon order confirmation.
- Payouts to your Mobile Money account are triggered **automatically every 48 hours**, for any available balance reaching the minimum threshold of **2,000 CFA francs**. Below that threshold, funds remain on your balance and are carried over to the next payout.
- Each payout is capped at **150,000 CFA francs**. If your available balance exceeds that cap, the excess remains on your balance and is paid out at the next automatic payout.
- Manual withdrawal is not available; only the automatic payout described above applies.
- If a payout fails, Friym automatically retries. After several unsuccessful attempts, you are notified and invited to contact support to correct your payout details; the amount concerned remains credited to your balance until resolved.

- Changing your payout details is subject to stronger verification of your identity. This requirement cannot be waived, including at your own request to support.
 - All amounts are handled in whole units (cents); no rounding is made in Friym's favour.
-

5. Balance holds

Friym may freeze all or part of your balance, or suspend a payout, in the following cases:

- an ongoing dispute over one or more orders;
- suspected fraud, for the duration of the investigation;
- a request from a competent authority;
- a moderation measure affecting your commercial activity;
- repeated payout failures to your registered details.

You are informed of the hold and its reason. The hold is lifted as soon as the situation that caused it is resolved. **A hold does not forfeit the sums concerned**: they remain the seller's to the extent they are actually due, less refunds and any amounts Friym is entitled to withhold.

6. Specifics by product type

6.1 Service

- After the buyer pays, you are notified by push, by in-app notification or by email - according to your preferences - and must make contact or perform the service as announced.
- The order is marked complete once delivery is confirmed by the buyer, or automatically after 5 days if the buyer does not respond.
- If the service is not delivered, the buyer may open a dispute (see section 9).

6.2 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 complete as soon as the link is generated - no action is required from you after the product is listed.
- You warrant that you hold all necessary rights in the content delivered.

6.3 Physical goods

- **Before the order**, you state the item's main characteristics, its total price, shipping costs, the area served, the dispatch timeframe and the estimated delivery timeframe.
- **After payment**, you are notified and must dispatch the item within the announced timeframe. You keep the buyer informed of dispatch and, where the shipping method allows, of tracking information.
- **Shipping costs and arrangements are your responsibility**, unless clearly stated otherwise on the product page and accepted by the buyer at the time of order.

- **The risk of loss or damage remains with you until the item is actually handed over to the buyer** or to the person they designated. A dispute arising from loss or breakage in transit is settled between you, your carrier and the buyer; it cannot be held against the buyer.
 - **The order is marked complete** upon confirmation of receipt by the buyer, or automatically once the announced delivery timeframe plus a reasonable period has elapsed, without this depriving the buyer of their rights in the event of non-receipt or non-conformity.
 - You remain bound by the legal warranty of conformity and by the warranties applicable to the sale in the buyer's country.
-

7. Right of withdrawal and returns

Where the law applicable to the buyer grants them a right of withdrawal, that right is exercised on the conditions, within the periods and subject to the exceptions provided by that law. **No provision of these terms may deprive a buyer of a right the law grants them mandatorily.**

The seller must state, on each product page, their return and refund policy: whether a contractual right of return exists, the period, the condition in which the item must be returned, who bears return shipping costs, and the refund arrangements. Absent such a statement, whichever policy is more favourable to the buyer - the one announced by the seller or the one imposed by applicable law - applies.

Digital goods delivered immediately and services fully performed with the buyer's agreement may be excluded from the right of withdrawal on the conditions provided by applicable law. Friym's own arrangements for those two categories are set out in section 8.

8. Refunds

- **Digital product:** a buyer may request a refund within **48 hours** of purchase if they have not downloaded the file. This window is distinct from the 5-day download window mentioned in section 6.2: after 48 hours, the digital product is deemed accepted and is no longer refundable under this clause, even if downloads remain available.
 - **Service:** for a service not performed or not conforming, the buyer has **30 days** from the expected performance date to report the dispute to Friym.
 - **Physical goods:** for an item not received, not conforming, damaged or incomplete, the buyer has **30 days** from the actual or expected delivery date to report the dispute to Friym. This period does not affect the legal warranties available to them beyond it.
 - Friym issues its decision within **15 business days** of receiving the evidence from both parties (see section 9).
 - The final decision on a refund within the platform rests with Friym, without prejudice to the legal remedies available to the parties.
 - Where a refund is made, any affiliate commission associated with the sale is cancelled.
-

9. Disputes

- Any dispute between a buyer and a seller relating to an order is decided by Friym, on the basis of the evidence provided by both parties. The buyer must first contact the seller through the platform's messaging; failing an amicable resolution within **5 days**, they may refer the matter to Friym, which issues its decision within **15 business days** of receiving the evidence from both parties.
 - You undertake to cooperate in good faith and to provide any useful information in the event of a dispute, in particular proof of dispatch and delivery for physical goods.
 - Friym's decision on a dispute is final for the purposes of using the platform. It does not deprive either party of the remedies provided by applicable law.
-

10. Fraud and suspension

- Any attempted fraud (false description, repeated non-delivery, fraudulent use of payment methods, circumvention of affiliate rules, etc.) results in **permanent suspension of the shop**, without notice.
 - Friym reserves the right to hold funds pending payout where fraud is suspected, on the terms of section 5.
 - A suspended shop has its catalogue hidden or its purchases blocked depending on the seriousness of the reason.
 - Orders already paid for and not yet fulfilled at the time of suspension remain owed to their buyers: suspension does not release the seller from their obligations.
-

11. Identity verification (KYC)

- Fully activating the shop (and therefore being able to complete a sale) requires identity verification. You must provide a **selfie holding your identity document**, the **front** of that document and its **back** where one exists, the **type and number** of the document, your **full name**, and your **Mobile Money details** (number, operator, country, account holder name).
 - Until this verification is approved, your catalogue may be visible but purchases remain blocked.
 - **Your submission is reviewed by a member of the Friym team, by hand.** We use no identity verification provider and no facial recognition technology: no automated comparison is made between your face and your identity document. The only automatic checks concern the uniqueness of your document and your Mobile Money number on the platform, and the match of the name associated with your Mobile Money account, verified with our payment provider.
 - **Your documents are stored on Friym's servers**, located in the European Union, in a space that is not publicly accessible. They are not passed to any third party.
 - If your submission is rejected, you are told why and may submit again after **1 day**.
 - Where submissions are repeatedly rejected, access to commercial features may be blocked. You may then contact support@friym.com with any question about that decision.
 - **Retention:** your verification data is kept for **5 years from the end of the commercial relationship**, that is, from the closure of your shop or the end of your selling activity. The detail is set out in article 10.3 of the [Privacy Policy](#).
-

12. Friym's role in payment

Friym uses one or more licensed third-party payment service providers to process transactions, and may change that list without this 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.

13. Changes to these terms

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

14. Governing law

These terms are governed by Beninese law. Any dispute relating to their interpretation or performance falls within the jurisdiction of the courts of Porto-Novo, Benin, save for any mandatory legal provision to the contrary applicable to the seller or the buyer in their country of residence.