

TENDERPULSE TERMS OF SERVICE

1. INTRODUCTION

These Terms of Service ("Terms") govern your access to and use of the TenderPulse Botswana platform ("TenderPulse", "the Platform", "we", "our", "us").

By accessing or using TenderPulse, you agree to be bound by these Terms.

2. DEFINITIONS

- **User:** Any customers or business using the platform
- **Tenderpreneur:** A user seeking tender opportunities
- **Off-taker:** Entity publishing tenders (Government or Private)
- **Partner:** Finance providers, suppliers, advertisers
- **Services:** All platform features, including listings, alerts, and lead generation

3. NATURE OF SERVICE

TenderPulse:

- aggregates and distributes tender information
- provides subscription-based access
- facilitates connections between users and partners
- provides advertising and lead generation services

Important:

- TenderPulse is a **facilitator of information**, not a party to any procurement contract.

4. ELIGIBILITY

You must:

- be at least 18 years old
- provide accurate information
- use the platform for lawful purposes

5. USER ACCOUNTS

Users must:

- maintain accurate account information
- keep login credentials secure
- notify us of unauthorized access

TenderPulse reserves the right to suspend or terminate accounts where necessary.

6. SUBSCRIPTIONS & PAYMENTS

6.1 Subscription Plans

TenderPulse offers:

- Daily access packages
- Monthly subscriptions
- Enterprise packages

6.2 Billing

- payments are processed via third-party providers
- subscriptions may auto-renew unless cancelled

6.3 Refund Policy

- no refunds unless required by law
- exceptions may be granted at our discretion

6.4 Non-Payment

Failure to pay may result in:

- suspension of access
- termination of account

7. USE OF PLATFORM

Users agree NOT to:

- misuse or scrape data without permission
- copy or redistribute platform content
- interfere with system operations
- submit false or misleading information

8. TENDER INFORMATION DISCLAIMER

TenderPulse:

- aggregates information from third-party sources
- does not guarantee accuracy, completeness, or timeliness

Users are responsible for verifying all tender details directly with the issuing entity.

9. LEAD GENERATION & PARTNER INTERACTIONS

By using the platform:

- you acknowledge that your activity may result in contact from partners
- TenderPulse may share relevant data with partners where appropriate

TenderPulse does not guarantee:

- quality of partner services
- successful transactions

10. OFF-TAKER SERVICES (B2B)

For companies using TenderPulse:

- RFP/EOI distribution is provided on a best-effort basis
- TenderPulse does not guarantee:
 - number of bidders
 - quality of responses

11. INTELLECTUAL PROPERTY

All content on TenderPulse is owned by the Company, including:

- platform design
- data structures
- algorithms
- branding

Users may not reproduce or distribute content without permission.

12. DATA USE

Your use of the platform is subject to the Privacy Policy.

13. LIMITATION OF LIABILITY

TenderPulse is not liable for:

- missed opportunities
- incorrect tender data
- failed applications
- business losses

14. INDEMNITY

Users agree to indemnify TenderPulse against:

- misuse of the platform
- breach of these Terms

15. TERMINATION

TenderPulse may:

- suspend accounts
- terminate access

for:

- breach of terms
- misuse
- non-payment

16. MODIFICATIONS

We may update these Terms at any time.

Continued use of the platform constitutes acceptance.

17. GOVERNING LAW

These Terms are governed by:

- **Laws of Botswana**

18. DISPUTE RESOLUTION

Disputes will be resolved through:

1. negotiation
2. mediation
3. courts of Botswana

19. FORCE MAJEURE

TenderPulse is not liable for failure due to:

- system outages
- external disruptions
- events beyond control

20. CONTACT

 support@tenderpulse.co.bw

 Botswana

21. PLATFORM POSITIONING

TenderPulse operates as:

- A procurement intelligence and opportunity distribution platform that enables access, transparency, and market participation.

TenderPulse does NOT:

- act as an agent
- guarantee procurement outcomes
- participate in tender evaluation