

SOQONI SERVICES SELLER CONTRACT

BETWEEN:

SOKONI APPLICATIONS LTD (Soal) (the "Company")

Kitengela, Red Heron Mall, Room F18

Phone: 0748237799 |

Email: applications.sokoni@gmail.com | info@soqoni.co.ke

Website: www.soqoni.co.ke

AND

_____ (the "Service Provider")

Business Name: _____

Contact Person: _____

Phone: _____ | Email: _____

Date: _____

PART 1: OUR PARTNERSHIP

1.1 Who We Are

SoQoni is an App that brings local markets to customers' doorsteps. We connect customers with service providers in their neighborhood who offer quality services. The Company shall hereinafter be referred to as "Soal."

1.2 Why We Created This Partnership

We believe small and medium service providers should not struggle alone. By coming together on one platform, we give you the power to compete with the big players while

keeping your unique identity. Your business name, your reputation, your quality—now with a network behind you.

1.3 Our Shared Goal

We succeed only when you succeed. Together, we grow one town at a time, starting with Kitengela.

1.4 Nature of Our Relationship

Our relationship is simple: Soal lists your business and services on the Customer App so customers can find you. Once a customer finds you through the App, Soal has no further role. You and the customer deal directly with each other.

PART 2: YOUR BUSINESS ON SOQONI

2.1 How Kitengela Is Organized

To ensure customers can find you easily, Kitengela is divided into markets. Please indicate the market(s) where your business operates:

- ☐ CBD
- ☐ EPZ
- ☐ Milimani
- ☐ Yukos
- ☐ Acacia
- ☐ Korompoi

2.2 Listing in Multiple Markets

Soal may, at its sole discretion, list your business in more than one market. This decision is based on the nature of your services and where your customers are located. You will be notified of which markets you are listed in.

2.3 Your Services

You decide what services to offer. However, Soal reserves the exclusive right to approve or disapprove certain services on the App. Some services may not be approved for listing, and this decision is made at our sole discretion without reference to you. This protects the quality and reputation of our platform.

2.4 Competition

From the first day your business is listed on the App, you will face competition from other service providers offering similar services. This is a healthy marketplace that rewards quality and reliability.

2.5 Your Rates and Charges

You do not charge through the App. Customers find you through the App and then contact you directly to agree on rates and terms.

IMPORTANT: You must not overcharge customers who find you through SoQoni. Your rates for SoQoni-referred customers must be fair and reasonable, consistent with your standard market rates. Overcharging customers sourced through the App damages our shared reputation and may lead to your removal from the platform.

2.6 Service Quality

We will monitor service quality through customer feedback. We only want the best for our shared customers. Consistent low quality or unavailability to provide services may lead to removal from the App.

2.7 Your Responsibilities

You are responsible for:

- Providing services as described on the App
- Being available during your stated working hours

- Responding to customer inquiries promptly
- Complying with all Kenyan laws and regulations regarding the provision of services
- Obtaining any necessary licenses, permits, or certifications for your services
- Maintaining appropriate insurance for your services
- Charging fair and reasonable rates to customers who find you through SoQoni

2.8 Service Provider Independence

You are an independent service provider. Soal does not participate in, monitor, or have access to any communications or negotiations between you and Customers. The terms of service, including pricing, timing, location, and quality, are agreed upon entirely between you and the Customer without any involvement from Soal.

2.9 No Seller App Required

As a Service Provider, you do not need to download or use the SoQoni Seller App. Soal will manage your service listings and updates on your behalf.

PART 3: YOUR CUSTOMER APP OBLIGATIONS

3.1 Download the Customer App

You must download the SoQoni Customer App on your smartphone. This allows you to understand the customer experience and stay informed about App features and updates.

3.2 Use the Customer App Actively

You are expected to use the Customer App actively to:

- Understand how customers interact with the platform
- Stay informed about new features and updates
- See how your business is presented to customers
- Monitor customer feedback and ratings

3.3 Help Recruit New Customers

As a valued partner, you are expected to actively help recruit new customers to the SoQoni App. This includes:

- Encouraging your existing clients to download and use the App
- Sharing SoQoni content on your personal and business social media pages
- Speaking positively about SoQoni to your network
- Displaying SoQoni promotional materials at your business premises
- Distributing SoQoni promotional materials to your clients
- Referring potential customers to SoQoni

3.4 Recruitment Incentives

You may be eligible for recruitment incentives or Agent codes for successfully bringing new customers to the platform. Details of any compensation will be provided upon issuance.

PART 4: HOW CUSTOMERS FIND YOU

4.1 Customer Discovery

Customers browse the SoQoni App, select their market, and find your business listed under relevant service categories. They then contact you directly using the contact information provided on your listing.

4.2 No Involvement by Soal

Once a customer finds you through the App, Soal has no further role. You and the customer deal directly with each other. Soal does not:

- Participate in any negotiations
- Monitor any communications
- Set any prices or rates

- Determine any terms of service
- Guarantee any service outcomes
- Handle any disputes between you and customers

4.3 Your Listing Information

Soal will list on the App:

- Your business name
- Your contact phone number
- Brief description of your services
- The market(s) you operate in
- Your business hours
- Customer ratings and reviews

4.4 Updates to Your Listing

You are responsible for notifying Soal of any changes to your listing information, including:

- Changes to your services
- Changes to your business hours
- Changes to your contact information
- Changes to your market coverage

PART 5: CUSTOMER RATINGS AND FEEDBACK

5.1 Customer Ratings

Customers who find you through the App may rate your services. These ratings help other customers make informed decisions.

5.2 Feedback Monitoring

Soal monitors customer feedback to maintain the quality and reputation of the platform.

5.3 Low Ratings and Removal

Consistently low star ratings may lead to your removal from the App. Customers expect quality service and fair rates. We maintain high standards to protect our shared reputation.

5.4 Responding to Feedback

You are encouraged to respond professionally to customer feedback, whether positive or negative.

PART 6: PAYMENTS

6.1 No Payments through the App

Payments for services are made directly between you and the Customer. Soal does not process any payments for services.

6.2 No Platform Fees

Since Soal does not process any payments, you will not be charged any platform fees until further notice. Your current relationship with Soal is solely for listing and discovery purposes.

6.3 Your Charges

Your rates for SoQoni-referred customers must be fair and reasonable. Overcharging customers who find you through SoQoni is prohibited and may lead to removal from the platform.

PART 7: REFUNDS & DISPUTES

7.1 Service Refunds

Where a Customer has engaged you through the App and the service provided is unsatisfactory, the Customer must resolve the matter directly with you. Soal has no involvement in service refunds.

7.2 Dispute Resolution

Any disputes regarding service quality, pricing, or refunds shall be resolved directly between you and the Customer, without the involvement of Soal.

7.3 Company Protection

Soal may intervene in cases of repeated complaints or suspected fraud. In such cases, we reserve the right to investigate and take appropriate action, including removal from the App.

PART 8: MARKETING & PROMOTIONS – A SHARED RESPONSIBILITY

8.1 We Market You Aggressively

Soal invests heavily in digital and physical marketing campaigns across every town we launch. From social media to community events, we work to make SoQoni a household name—and your business rides that wave.

8.2 Your Business is Featured

Your business is listed by name in the App's Service section—free, permanent advertising seen by every customer in your market.

8.3 You Must Support Our Marketing Efforts

As our partner, you are expected to actively support SoQoni's marketing initiatives. This includes:

- Following Soal's social media platforms actively

- Helping distribute advertising bills, posters, and promotional materials through your business premises
- Being available for advertising videos, audio recordings, and other promotional content to promote the App
- Displaying SoQoni promotional materials prominently at your business premises
- Allowing photography and videography of your services for our campaigns
- Participating in marketing exercises such as interviews, testimonials, or featured spotlights when requested
- Sharing SoQoni content on your personal or business social media pages to amplify our reach
- Talking positively about SoQoni to your customers and encouraging them to download and use the App
- Notifying us of any community events where SoQoni could participate or sponsor

8.4 Featured Business Opportunities

You may be invited to participate in interviews or marketing features that showcase your story to thousands of potential customers. When asked, we expect your full cooperation—this is free publicity for your business.

8.5 Why This Matters

Marketing is a team effort. Our campaigns introduce customers to SoQoni, but your support turns them into loyal clients at your business. When we win together, we grow together.

PART 9: TRAINING & SUPPORT

9.1 We Manage Your Listing

Soal will update your service listings on your behalf. You simply provide us with the information, and we handle the rest.

9.2 Ongoing Support

For any questions or issues, contact us anytime:

Support: 0748 237 799

Email: applications.sokoni@gmail.com | info@soqoni.co.ke

Website: www.soqoni.co.ke

Social Media: @SoQoni254

PART 10: YOUR RESPONSIBILITY TO READ AND UNDERSTAND

10.1 Read the App Policies

You are responsible for reading and understanding the full SoQoni App Terms and Conditions, Privacy Policy, and Refund Policy, which are available on the App. These documents contain important information about your rights and obligations.

10.2 Stay Informed

Policies may be updated from time to time. You are expected to stay informed of any changes through App notifications or other communications from Soal.

10.3 Ask If Unsure

If you do not understand any part of this agreement or the App policies, please ask our team before signing. We are here to help.

PART 11: RULES WE ALL FOLLOW

11.1 Accurate Information

You must provide and maintain accurate business and contact information.

11.2 Prohibited Services

No illegal, unethical, or unsafe services. No services that violate Kenyan law. No services that infringe on the rights of third parties, including intellectual property rights.

11.3 Fair Dealing

No fake bookings. No manipulating ratings. No collusion with other users.

11.4 Fair Pricing

You must not overcharge customers who find you through SoQoni. Your rates must be fair and reasonable, consistent with your standard market rates.

11.5 Service Approval

Soal reserves the exclusive right to approve or disapprove services for listing on the App. Some services may not be approved, at our sole discretion and without reference to you.

11.6 Removal from App

We may remove your business from the App if you:

- Repeatedly provide unsatisfactory services
- Overcharge customers who find you through SoQoni
- Fail to respond to customer inquiries promptly
- Refuse to cooperate with reasonable marketing requests
- Receive consistently low star ratings from customers
- Fail to actively help recruit new customers
- Violate these rules after warnings

PART 12: AGENT CODES AND RECRUITMENT

12.1 Agent Codes

Service Providers may be assigned Agent codes by Soal to become Agents for the additional purpose of recruiting new Customers.

12.2 Terms and Compensation

The terms, conditions, and rates of compensation for recruitment activities shall be described upon issuance of the Agent code.

12.3 Revocation

Soal reserves the right to revoke or modify Agent codes and associated compensation rates at its sole discretion.

12.4 Recruitment Responsibility

As a partner, you are expected to actively help recruit new customers to the App irrespective of whether or not you are assigned an Agent Code. Your support in growing our shared customer base benefits everyone.

PART 13: ENDING OUR PARTNERSHIP

13.1 Notice Period

Either party may end this agreement by giving at least one (1) full month's written notice to the other party.

13.2 Immediate Termination

Soal may end this agreement immediately without notice if you:

- Breach any material term of this agreement
- Engage in fraudulent or illegal activity
- Are removed from the App under Section 11.6

13.3 Survival of Terms

Any terms that by their nature should survive termination will continue to apply.

PART 14: LEGAL TERMS

14.1 Independent Business

You remain an independent business. This agreement does not create a partnership, employment, or agency relationship beyond what is written here.

14.2 Our Liability

Sokoni Applications Ltd (Soal) is not liable for:

- The quality or outcome of your services
- Any disputes between you and customers, as you deal directly with them
- Any agreements, negotiations, or arrangements made between you and Customers
- Any payments or financial arrangements between you and Customers
- Any delays or failures in service provision

14.3 Governing Law

This agreement is governed by the laws of the Republic of Kenya.

14.4 Disputes

We will first try to resolve any disputes amicably. If that fails, the matter will be handled by the Kenyan courts.

14.5 Entire Agreement

This agreement, together with the SoQoni App Terms and Conditions, Privacy Policy, and Refund Policy (available on the App), constitutes the entire agreement between us. By signing below, you confirm that you have read and understood these documents.

PART 15: AGREEMENT & SIGNATURES

By signing below, you confirm that you have read, understood, and agree to all the terms in this Services Seller Contract. You also confirm that you will read and comply with the full terms and policies available on the SoQoni App.

You further confirm that you will download this contract from the SoQoni website, sign it, and send the signed copy to info@soqoni.co.ke and copy applications.sokoni@gmail.com before the relationship with Soal is finalized.

FOR THE SERVICE PROVIDER:

I confirm that I have read and understood this agreement and agree to its terms. I also agree to read the full terms and policies available on the SoQoni App.

Business Name: _____

Markets (please tick all that apply):

- ☐ Kitengela CBD
- ☐ EPZ
- ☐ Milimani
- ☐ Yukos
- ☐ Acacia
- ☐ Korompoi

Brief Description of Services Being Offered:

Contact Phone Number for Customers: _____

(This number will be displayed on your listing for customers to contact you directly.)

I understand that Soal's only role is to list my business for discovery by customers. I deal with customers directly, and I must not overcharge customers who find me through SoQoni.

Signature: _____

Name: _____

Title/Owner: _____

Date: _____

Please return the signed copy to:

Email: info@soqoni.co.ke | CC: applications.sokoni@gmail.com

Thank you for partnering with us.

SoQoni – Bringing All Your Markets to You.

www.soqoni.co.ke | info@soqoni.co.ke | 0748 237 799 | @SoQoni254