Terms of use

Terms of use of the Polytsya marketplace

Version 1.0 · Edition of November 4, 2026 · FOP [entrepreneur's full name]

Key points

- Polytsya is a marketplace: goods are sold by verified individual entrepreneurs (FOP) and limited liability companies, while we provide the venue, payment and delivery services and help resolve disputes.
- The seller of each product is shown on the product page and in the order. Your contract of sale is made with that seller.
- You sign in with your phone number and a one-time code. Never share the code: actions confirmed with it are deemed to be yours.
- Only buyers who have received an order can leave reviews. Advertising on the marketplace is always labelled “Ad”.
- If something goes wrong, message the seller and then open a dispute in your account: we will review it and make a decision.

The summary does not replace the full text of the document.

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1 About these terms

Language of this document. This document is a translation from Ukrainian provided for information only. The Ukrainian version published on the Platform is the official one; in the event of any discrepancy between this translation and the Ukrainian version, the Ukrainian version prevails.

1.1 These Terms of Use (the “Terms”) set out the rules for using the Polytsya marketplace on the website polytsya.com, its mobile version, Telegram bot and other services we provide under this name (together, the “Platform”).

1.2 The Platform is operated by FOP [entrepreneur's full name], RNOKPP [RNOKPP] (the “Operator”, “we”, “us”). The Operator's full details and contacts are set out at the end of these Terms.

1.3 These Terms are a contract of adhesion: you accept them as a whole, without changes. By using the Platform (viewing pages, placing orders, signing in to your Account Area, leaving a review or sending a message) you confirm that you have read and agree to these Terms. If you do not agree, please do not use the Platform.

1.4 The following documents apply together with these Terms and form an integral part of them:

- Public offer: the terms of buying goods on the Platform;
- Returns policy: how to return or exchange an item and get your money back;
- Privacy policy: how we process personal data and cookies;
- Seller terms: the contract with sellers, car services and other business users.

1.5 Where a specific document (the public offer, the returns policy or the seller terms) governs a matter differently from these Terms, the specific document applies.

2 Definitions

2.1 In these Terms and the other Platform documents the following terms have the meanings below:

- **Platform**: the Polytsya marketplace and its related services.
- **Operator**: the person operating the Platform, named in clause 1.2.
- **User**: any person using the Platform, with or without a user account.
- **Buyer**: a User who places or has placed an order for goods or a booking for a service.
- **Seller**: an individual entrepreneur (*fizychna osoba-pidpryiemets*, FOP) or a legal entity that has passed verification and sells goods on the Platform. The Seller of each product is shown on the product page and in the order.
- **Business User**: a Seller, the owner of a car service station (STO) or another business entity that places goods, services or listings on the Platform.

- **Official Store**: the Operator's own store on the Platform (including the Likel brand), marked “Official store”. In Official Store orders the Operator is the seller.
- **Listing**: a Seller's offer of a product with a price, stock and dispatch time. One product card may contain the Listings of several Sellers.
- **Order**: a purchase placed by a Buyer. If the cart contains goods from different Sellers, the order is split into parts, one per Seller, and each Seller ships its part as a separate parcel.
- **Account Area**: the User's personal section of the Platform (shown as “Account”) with orders, returns, disputes, chats, notifications and settings.
- **Content**: texts, photos, reviews, questions, answers, messages and other materials that Users place on the Platform.
- **Carrier**: a delivery service, in particular Nova Poshta LLC and Ukrposhta JSC, or the Seller's own delivery.
- **Payment Service**: a payment service provider through which card payments are made, in particular LiqPay (JSC CB PrivatBank).
- **AI Assistant**: an artificial intelligence feature of the Platform that helps find products.

3 Role of the Platform

3.1 The Platform is an online marketplace where Sellers offer goods and Buyers buy them. The Operator acts as an intermediary service provider in the information sphere: it publishes Sellers' information, accepts and forwards orders, provides payment, delivery, returns and messaging services and helps resolve disputes.

3.2 The contract of sale is concluded between the Buyer and the Seller named in the order. The Operator is not a party to that contract, except for Official Store orders. The terms of purchase are set out in the Public offer.

3.3 Only individual entrepreneurs and legal entities registered in Ukraine may sell on the Platform. Before a store opens, we check the Seller against the open data of the Unified State Register of Legal Entities, Individual Entrepreneurs and Public Formations of Ukraine (the “EDR”, *YeDR*) and repeat the check after each register update. If the Seller's record in the EDR becomes inactive, we suspend its sales. The check confirms state registration but does not guarantee the quality of goods: the Seller is responsible for the goods.

3.4 Product information (description, specifications, photos, price, stock, warranty, dispatch time) is provided by the Seller. We moderate Listings, including automatically, and remove those that break the rules, but we cannot verify every specification of every product. If you notice an inaccuracy, message the Seller in the chat or let us know.

3.5 Car service bookings, real estate listings and other third-party services are likewise provided by the relevant Business Users. The specifics of these sections are described below.

4 Account and sign-in

4.1 The Platform may be used by persons aged 18 or over with full civil capacity. Minors aged 14 to 18 may use the Platform only with the consent of their parents or other legal representatives and within the limits permitted by law. Goods marked “18+” are sold to adults only.

4.2 You can browse the catalogue and place orders without registering: a phone number and a name are enough. A user account is created when you sign in to the Account Area. You need it to see your order history, return goods, message Sellers, leave reviews and receive notifications.

4.3 You sign in with a Ukrainian mobile phone number: we send a one-time code by SMS or another channel indicated on the sign-in screen. Buyers and Sellers have no passwords. Entering the code constitutes signing your actions with an electronic signature by one-time identifier: actions performed after signing in or confirmed with the code are deemed to have been performed by you.

4.4 Never share the code with anyone, even if the person claims to work for the Platform, a Seller or a bank. We never ask for the code in a chat or by phone. If you suspect that someone has accessed your Account Area, tell us immediately.

4.5 After signing in by phone you may add an e-mail address and confirm it via the link in our message. E-mail is an additional channel for notifications and for confirming actions, not a separate way to sign in. You may also connect the Platform's Telegram bot for notifications and disconnect it at any time.

4.6 Provide accurate details, in particular the recipient's surname, first name and phone number: the Seller and the Carrier need them to ship and hand over the parcel. The phone number of a user account can be changed through customer support after verification.

4.7 You can delete your user account by contacting customer support. After deletion we anonymise your data but keep information about orders, payments and returns for as long as the law requires, as described in the Privacy policy.

5 Rules of use

5.1 Use the Platform in good faith and in accordance with the law. You must not:

- place orders without intending to collect them, cancel them in bulk or systematically fail to collect parcels;

- impersonate another person or use other people's phone numbers, payment cards or data;
- create several user accounts to get around restrictions, a block or the terms of promotions;
- abuse promo codes, discounts and promotions, including through fictitious orders;
- post unlawful, offensive, discriminatory or misleading content, or content that infringes the rights of others;
- send spam, advertising or links to third-party resources in chats, reviews and questions;
- propose a deal outside the Platform in order to avoid its rules or commission;
- collect Platform data automatically (scraping, parsing) or send automated requests without our written permission, or circumvent rate limits, bot checks or age verification;
- interfere with the operation of the Platform, look for or exploit vulnerabilities, or spread malicious software;
- use the Platform to promote the aggressor state, war, violence or hatred.

5.2 If you find a security vulnerability in the Platform, report it to info@polytsya.com and do not exploit it.

6 Reviews and questions

6.1 A review of a product and Seller may be left only by a Buyer who received the relevant order on the Platform, within 365 days of receipt. One review relates to one order line. This is how we ensure that ratings come from real buyers.

6.2 A review must describe your own experience. Reviews and questions must not:

- contain advertising, links, phone numbers, e-mail addresses or other contact details;
- disclose other people's personal data;
- insult, threaten or use obscene language;
- contain untrue statements, or be written for a reward from the Seller or its competitors;
- concern a different product or a different seller.

6.3 We show your first name and the first letter of your surname from your profile next to the review. Your phone number and e-mail address are not published.

6.4 Reviews containing links or contact details are checked by a moderator before publication. We hide reviews and replies that break these rules and state the reason. We do not edit the text of reviews and do not hide them merely because they are negative. You may edit your review within 30 days of publication or ask us to delete it.

6.5 A Seller may reply to a review publicly. Questions about a product are visible to other Users and are answered by the Seller.

6.6 A product's rating is the average score of published reviews. A Seller's rating for the last 90 days takes into account the average review score, on-time dispatch of orders, the share of cancellations attributable to the Seller and how quickly the Seller answers reviews and questions.

7 Your content

7.1 You keep the economic rights to your Content. By placing Content on the Platform you grant the Operator a free, non-exclusive, worldwide licence to use it for the term of the economic rights: to reproduce, publish, translate and adapt it to the Platform's format (including resizing photos), to display it on Platform pages, in search, recommendations, mailings and Platform advertising, and to grant these rights to partners that support the operation of the Platform.

7.2 After your user account is deleted, your published reviews are shown anonymised unless you have asked us to delete them.

7.3 By placing Content you confirm that you hold the rights to it and that it does not infringe the rights of others. If a third party claims an infringement of its rights, we may remove such Content.

8 Chats and messaging

8.1 Chats let Buyers ask Sellers questions and agree on the details of an order, a return or warranty service. The correspondence is kept in both parties' Account Areas.

8.2 To protect against fraud and spam, we automatically check messages for links, contact details and prohibited content, and Platform staff may view the correspondence when reviewing a complaint or a dispute. See the Privacy policy for details.

8.3 Do not send payment card details, SMS codes or passwords in chats. Pay for orders only by the methods the Platform offers at checkout. Deals made outside the Platform are not protected by its rules, and we will not be able to help if something goes wrong.

9 Search, recommendations and advertising

9.1 The order of products in search results and the catalogue depends primarily on relevance to the query and category, availability, the price including delivery, ratings and reviews, dispatch time and popularity. You can change the order using sorting and filters. If several Sellers offer a product, the product card shows first the Listing with the best combination of price, Seller rating and dispatch time; the other Listings are shown alongside.

9.2 A Seller's plan does not raise a product's position in the ordinary results. Sellers may buy paid promotion: such products are shown in separate placements and are always labelled “Ad”. Ad placements are selected by relevance to the query or page, not by your personal data.

9.3 Recommendations may take into account the products you viewed, your city and the popularity of products among other buyers. You choose the city yourself or we determine it approximately from your IP address; it affects delivery times and the order of car services in the directory.

9.4 Prices on the Platform are shown in hryvnias (UAH) including taxes. The “Free delivery” label means that the cost of delivery is already included in the price of the product. If a product is sold at a discount, the old price equals the lowest price of that Seller in the 30 days before the discount started.

10 AI Assistant

10.1 The AI Assistant helps you find products described in plain language, compare options and build a cart. Its answers are generated automatically by an artificial intelligence model and may therefore be inaccurate or incomplete.

10.2 Prices, availability and specifications in the cards shown by the AI Assistant come from the Platform's catalogue. Check the information on the product page before buying: the terms of an order are determined by the product page, the cart and the Platform documents, not by the AI Assistant's answer. You always confirm adding goods to the cart and placing an order yourself.

10.3 The AI Assistant does not provide medical, legal, financial or other advice that requires a professional. Do not share passwords, codes, card details, health information or other sensitive data in the conversation.

10.4 To generate an answer, the text of your request and several previous messages of the conversation are sent to the provider of the artificial intelligence model. How we process this data is described in the Privacy policy. The number of requests per day is limited.

11 Blog and help materials

11.1 Blog articles and help materials are for information only and do not constitute professional advice. We prepare them ourselves, including with the help of artificial intelligence tools, and review them before publication. Read the manufacturer's instructions before using a product.

11.2 Blog materials may be quoted with an active link to the source. Copying them in full is allowed only with our written consent.

12 Car service directory and bookings

12.1 The car service (STO) directory shows service stations run by independent Business Users: individual entrepreneurs and legal entities verified against the EDR. They pay the Operator for being listed in the directory. The address, opening hours, services, prices and photos are provided by the car service.

12.2 The ratings and reviews of car services, if shown, are taken from Google with the source indicated. We do not edit or influence them.

12.3 When booking a service, you choose the services, date and time and give your phone number and vehicle details. These details are passed to the car service so that it can confirm and carry out the booking. The contract for servicing or repairing the vehicle is concluded between you and the car service, which is responsible for the quality of the work.

12.4 Service prices in the directory are indicative (“from”). Agree the final cost and the list of work and parts with the car service before the work starts. Payment is made directly to the car service unless stated otherwise.

12.5 You can cancel or reschedule a booking in your Account Area or by contacting the car service. If you cannot make it, please cancel the booking in advance so that the slot becomes available to others.

13 Real estate and other listings

13.1 In the listing sections (in particular “Real estate”), realtors and other Business Users publish information about properties and services. The Operator is not a party to transactions concerning these properties, does not provide brokerage services and does not verify title to real estate.

13.2 Before making any payment or signing any contract, check the documents for the property and the authority of the person you deal with. Do not hand over a deposit or prepayment before seeing the property and the documents. Report suspicious listings to us.

14 Notifications and mailings

14.1 We send service messages about orders, delivery, returns, disputes, car service bookings and the security of your user account: in the Account Area, by SMS, through the Telegram bot (if you have connected it), to your confirmed e-mail address and as browser push notifications (if you have allowed them). Individual channels can be switched off in the notification settings, but messages without which an order cannot be fulfilled remain available in the Account Area.

14.2 We send news, selections and promotional offers only with your consent. You can opt out at any time in the notification settings or via the link in the e-mail.

15 Intellectual property

15.1 The design, software code, texts, logo and the name “Polytsya”, the mascot and other elements of the Platform belong to the Operator or are used by it under licence. They may not be copied, modified or used without our written consent, except as permitted by law.

15.2 Trade marks and product photos belong to their owners. If you believe that materials on the Platform infringe your intellectual property rights, write to info@polytsya.com: state which materials on which page infringe your rights, confirm your rights and leave your contact details. We will review the notice and, if the infringement is confirmed, remove the materials and notify the person who posted them.

16 Complaints and moderation

16.1 You can complain about a product, review, message, car service or listing using the report button on the relevant page (where available) or by writing to info@polytsya.com. Describe what exactly breaks the rules or the law.

16.2 We review complaints within a reasonable time, taking into account how serious they are. As a result, we may remove Content, hide a Listing, warn a User, restrict features or block a user account. We inform the User of the decision and the reason for it, except where this is prohibited by law or could hinder an investigation.

16.3 If you disagree with a decision concerning your Content or user account, write to us within 14 days and we will review the matter again.

17 Restrictions and blocking

17.1 We may restrict certain features (for example, payment on delivery) or block a user account if the User breaches these Terms or the law, provides false information, acts fraudulently, systematically fails to collect parcels or if a decision of a public authority so requires.

17.2 As a rule, we warn the User first. In cases of fraud, a threat to the safety of other Users or a legal requirement, we may act immediately.

17.3 Blocking does not cancel contracts already concluded: orders placed, returns and disputes are completed in the usual way, and a blocked User may contact customer support.

18 Liability

18.1 The Operator is responsible for the proper provision of the Platform services. The Seller is responsible to the Buyer for the quality, completeness and conformity of the goods with their description, for delivery and for performance of the contract of sale.

Car services and other Business Users are responsible for their own services. Carriers and Payment Services are responsible for their services under their own rules.

18.2 We make reasonable efforts to keep the Platform running smoothly but cannot guarantee that it will always be available and free of errors. Updates, communication failures, power outages, cyberattacks and other circumstances may temporarily restrict access. We are not liable for the consequences of force majeure, in particular hostilities, air raid alerts, power and communication outages and decisions of public authorities.

18.3 We are not liable for the actions of Users who breach these Terms, or for indirect losses and lost profits of Business Users. The Operator's liability to Business Users is set out in the Seller terms.

18.4 Nothing in these Terms limits consumer rights guaranteed by the laws of Ukraine or releases the Operator from liability where such release is prohibited by law.

19 Dispute resolution

19.1 If there is a problem with an order, first message the Seller in the order chat. If the issue is not resolved, open a dispute in your Account Area: the Seller must respond within 72 hours, and if it does not respond or you disagree with its response, the Platform decides. The procedure is described in the Public offer and the Returns policy.

19.2 For other matters, contact customer support: info@polytsya.com, +380 68 371 71 71. We respond during business hours and try to resolve each matter as quickly as possible.

19.3 A decision of the Platform in a dispute does not deprive you of the right to bring a claim against the Seller or to apply to the State Service of Ukraine on Food Safety and Consumer Protection or to a court. A consumer may bring proceedings in the court of their place of residence.

20 Changes to these terms

20.1 We may amend these Terms, for example when new features appear or the law changes. The new version is published on this page with its date and version number.

20.2 We give notice of material changes that worsen Users' position at least 14 days before they take effect: in the Account Area, on the website or through another available channel. If you do not agree with the changes, you may stop using the Platform and delete your user account.

20.3 Changes do not apply to orders placed before they take effect: such orders are governed by the terms in force when they were placed.

21 Miscellaneous

21.1 These Terms and the relationships they govern are subject to the laws of Ukraine.

21.2 These Terms are concluded in electronic form. Electronic documents, messages and records of actions in the Platform's system have legal force and may be used as evidence.

21.3 The Ukrainian version of these Terms is the official one. Translations into other languages are provided for reference; in the event of any discrepancy, the Ukrainian version prevails.

21.4 If any provision of these Terms is held invalid, the remaining provisions remain in force.

21.5 This version of the Terms is effective from 4 November 2026.

22 Contacts

22.1 Platform operator: FOP [entrepreneur's full name], RNOKPP [RNOKPP], address: [address].

22.2 Customer support: info@polytsya.com, +380 68 371 71 71. The Operator's full details are given below.

Operator details

Entrepreneur	Individual Entrepreneur (FOP) [entrepreneur's full name]
RNOKPP (taxpayer number)	[RNOKPP]
Address	[address]
Tax status	not registered as a VAT payer
E-mail	info@polytsya.com
Phone	+380 68 371 71 71