

Dispute Resolution Terms and Conditions

Effective Date: 08/11/2023

1. Introduction

Welcome to ReadySetSent, an online reverse auction platform that connects buyers and sellers. We value your trust and aim to provide a seamless experience. However, in the event of disputes or conflicts between users, we have established this Dispute Resolution Terms and Conditions document to help resolve these issues in a fair and efficient manner in accordance with Australian law.

2. Agreement to Resolve Disputes

By using ReadySetSent, you agree to resolve any disputes or claims that arise from your use of the platform in accordance with these terms and conditions.

3. Informal Resolution

Before initiating a formal dispute resolution process, we encourage users to attempt to resolve disputes informally. This can involve communication through our messaging system or other means to reach a mutually satisfactory solution.

4. Mediation

If an informal resolution is not possible, either party may request mediation. Mediation is a non-binding process in which a neutral third party assists in resolving the dispute. All parties involved in the dispute agree to participate in good faith. The mediator's decision is not binding, but it can be used as a basis for further negotiations.

5. Arbitration

If mediation does not resolve the dispute, either party may initiate arbitration. Arbitration is a binding process in which an independent arbitrator reviews the evidence and arguments presented by both parties and issues a final decision. The arbitration shall be conducted in accordance with the rules and procedures of the Australian Centre for International Commercial Arbitration (ACICA).

6. Governing Law

These dispute resolution terms and conditions shall be governed by and construed in accordance with the laws of Australia. Any disputes shall be resolved under Australian law.

7. Contact Information

For any dispute resolution-related queries, you can contact our administration team at the following email address: [administration@readysentsent.gmail.com].

8. Changes to Terms

ReadySetSent reserves the right to update and modify these dispute resolution terms and conditions. Any changes will be posted on the platform and will become effective on the specified effective date.

9. Final Decision

The decision of the arbitrator shall be final and binding on all parties involved in the dispute.