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# Terms & Conditions

**Artisan Connect Global Limited** · Last updated 4 August 2026

Welcome to Artisan Connect. By using the platform you agree to these terms. Here's the plain-language version. The section directly below, "What we guarantee," is the most important one, so we've put it first.

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## ● What we guarantee

### Read this part.

Verification means we've confirmed, through a licensed provider, that an artisan is **the real person they claim to be**. So if something goes wrong, there's an identified human on the other end, not an anonymous number.

Verification does **not** mean we've tested their skill, licensing, insurance, or workmanship. **A verified artisan can still do bad work**. The badge tells you *who they are*; the reviews tell you *how good they are*. We'll never blur those two.

So: we don't warrant the quality, safety, or outcome of any job, we're not liable for what one user does to another, and we provide the platform "as is."

**Our liability to you is capped** at the fees you paid us in the six months before the claim. This cap **doesn't** apply to death or injury caused by our negligence, to fraud, or to rights you have under Nigerian law that can't be waived (including the FCCPA).

We cap liability because we're the venue, not the tradesperson. It wouldn't be honest to take a small commission and accept unlimited liability for work we didn't do. What we *do* take responsibility for: verifying identity properly, running disputes fairly, and removing people who cause harm.

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## ● What Artisan Connect is

We're a marketplace that helps customers find verified artisans, and helps artisans get found. **We're the venue, not the tradesperson**.

- When you hire an artisan, the agreement is **between you and them**. We're not a party to it.
- Artisans are independent businesspeople, **not our employees**. They set their own prices and do their own work.
- We verify **identity**. We don't guarantee the quality of anyone's work; that's what reviews are for.
- We don't hold your money. **Paystack** processes all payments.

You must be **18 or older** to use the platform.

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## ● If you're an artisan

- **Verification is required** to be listed. You must submit your own real identity through Dojah. Using someone else's is fraud and gets you removed permanently.
- Be **honest** about your trade, experience, and any licences you're legally required to hold.
- Show up when you say you will, do good work, and honour the price you agreed.
- **Free listings get the same verified badge as paid ones**. Trust is never a paid feature. Paid tiers (Pro at ₦3,500/mo and Elite at ₦8,000/mo) buy reach and tools like better placement, analytics, and faster payouts, never credibility.
- We may charge **commission** on jobs paid through the platform. Any commission is disclosed before you accept a job. Subscriptions renew monthly and you can cancel anytime.

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## ● If you're a customer

- Give artisans accurate job details, pay what you agreed, and provide safe access.
- **Do your own due diligence**. We confirm an artisan is who they say they are, not that they're the right person for your job. For big jobs, check reviews, ask for references, and get the scope in writing.
- Leave honest reviews based on real jobs.

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## ● Payments & refunds

Payments go through **Paystack**. For jobs funded on the platform:

- You fund the job before contact details are shared.
  - A **deposit** (default 30%) is released when work starts; the **balance** when the job is marked complete.
  - **Before work starts:** cancel for a full refund. **After work starts:** raise a dispute and we'll review both sides fairly and decide what's fair based on the work actually done.
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## ● Reviews

Reviews are the heart of the platform, so we protect them:

- They must be **honest, relevant, and based on a real job**.
  - **Don't** fake reviews, pay for them, or trade discounts for ratings. Manipulating reviews gets you removed.
  - **We won't delete a review just for being negative.** If a review breaks our rules, report it and we'll look properly. Artisans can always reply publicly.
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## ● Closing accounts

You can close your account anytime. We may suspend or remove accounts that break these terms, fail verification, or put other users at risk. Except in cases of fraud or safety risk, we'll tell you why and give you a chance to fix it first. Your reviews may stay on the platform after you leave.

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## ● The legal bits

These terms are governed by **Nigerian law**, with disputes handled by the courts of **Lagos State**. You can also raise complaints with the **FCCPC** or **NDPC**. Nothing here removes your statutory rights.

We may update these terms and will give **14 days' notice** of material changes. Our Privacy Policy forms part of these terms.

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