Vendor Partnership Agreement



AI-generated Chalride-branded imagery for illustration.

Proposed agreement - legal review required before operational adoption

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A proposed agreement between Chalride Technology Limited (Chalride) and the business identified in the onboarding application, acting through its authorised representative. Read these terms and the rate schedule before acknowledging them. Final execution and operational adoption require Chalride review.

Rates below are repository defaults as at 24 October 2026, not a live quotation. Admin settings, city, route and service can change the applicable charge. Review the rate shown before accepting each transaction. No sales, job volume or earnings are guaranteed.

Scope and platform role

Chalride provides a platform for discovery, orders, coordination and transaction records. The vendor supplies its listed products and services and is responsible for their accuracy, legality, quality and fulfilment. Local delivery depends on approved rider availability. Nationwide discovery does not mean Chalride provides nationwide shipping; the vendor must enable and honour its own shipping arrangement.

Eligibility and onboarding

Provide accurate owner and business details, ID or passport, owner face photo, storefront photo, business coordinates and verified payout details. Registered businesses also provide registration documents. Maintain all permits required for your products and trade. The representative confirms authority to act for the business. Application submission does not approve a store or create login credentials.

Catalogue and fulfilment

Maintain correct prices, stock, opening hours, product descriptions, lawful photos, packaging fees and preparation times. For food, meet applicable hygiene and safety obligations and provide accurate product information, including relevant allergens. Accept only orders you can fulfil; notify the customer and support promptly of shortages, delays or cancellation. Obtain approval before substitution or price changes. Package securely, confirm the collection reference, and hand over the correct order.

Commercial schedule and worked example

At the default 10% store commission, KES 1,000 product value produces KES 100 commission and KES 900 product proceeds before refunds, taxes or other disclosed adjustments. If packaging is KES 50, that packaging is excluded from this commission calculation. Delivery charges and rider earnings are separate; KES 900 is not a promise of the final wallet settlement.

Store and rider commission

Default store commission: 10% of product value, excluding packaging. Default delivery rider commission: 10% of the delivery fare. Default ride / errand rider commission: 10% of the accepted fare. Default parcel terminal commission: 10%; terminal shipping charges are entered by the agent. These are distinct commission bases; do not add all four percentages to one transaction.

Store delivery prices (KES)

Local distance limit: 4 km. Default local / beyond-local delivery: 60 / 120. Nairobi: 120 / 220; Mombasa: 100 / 180; Kisumu: 80 / 150; Nakuru: 80 / 150; Eldoret: 70 / 130. A business arranging nationwide shipping sets its own fixed charge and estimated days; these are separate from platform local delivery.

Parcels and errands (KES)

Parcel base: 80 local (up to 4 km), 250 farther; routes beyond 10 km use terminal options. Size add-ons: small 0, medium 30, large 60, fragile 60. Cash-on-delivery add-on: 20; insurance-labelled add-on: 50 where offered. Errand defaults: service 200; insurance-labelled add-on 50; standard transport base 50 plus 20/km; corridor minimum 50 and 9/km; off-road 25/km, with 0.5 km included at each end and corridor connection radius 2 km. Eligibility and route calculation come from the app. An insurance-labelled fee is not a promise of a specific policy or cover; confirm insurer, cover and exclusions before purchase. Rides use the fare proposed and accepted in the app; this document sets no fixed ride tariff.

Optional marketplace services (KES)

Default listing fee: 200 in each configured category (services, stays, vacant rooms, cars, boda bodas, electronics, household items, land, businesses and houses), also 200 for other / legacy categories. Seller-number access: 20. Quick Sale upgrade: 50. These are separate marketplace purchases, not a mandatory vendor enrolment or rider joining charge.

Cash and nationwide shipping

Configure whether your store accepts cash on delivery. Follow the payment method attached to the order and reconcile cash collected rather than treating it as an additional sale. For business-arranged shipping, publish the charge and delivery estimate, arrange transport, provide updates and handle delivery problems with support. Do not promise coverage you cannot serve.

Privacy and customer information

Use customer names, phone numbers, addresses and location only to fulfil the relevant request and resolve authorised support issues. Do not resell data, contact customers for unrelated marketing, or share account credentials. Keep records secure and report suspected misuse promptly. Chalride handles onboarding, payment and operational data as described in its Privacy Policy. Individuals may request access, correction or other applicable data rights through support.

Payments, reconciliation and taxes

Use only the payment methods shown for the transaction. Keep receipts and reconcile wallet entries, cash collections, commissions, reversals and approved refunds. Never mark an unpaid or incomplete job as completed. Report discrepancies promptly to support with the reference number. Withdrawals depend on verified payout details, available cleared balance and the applicable in-app process; no fixed settlement time is promised here. Each party is responsible for its own taxes and statutory obligations. Any separately payable tax or payment-provider charge must be disclosed before commitment.

Complaints and fair resolution

Contact Chalride support on +254 700 509516 or through chalride.com/support with the transaction reference and evidence. Chalride will investigate and explain any proposed adjustment; the affected partner may respond and request review. Refunds, losses and deductions must be based on the facts and applicable law, not an automatic penalty. Nothing here removes mandatory consumer, employment, data-protection or other legal rights.

Suspension, ending the relationship and changes

Either party may end future participation by written notice through support, while completing or safely handing over accepted work and settling undisputed balances. Chalride may restrict access for suspected fraud, safety risks or legal requirements and will explain the reason where lawful and allow review. Accrued payment obligations continue. Material contract changes require notice and renewed acceptance; revised rates apply prospectively to new transactions and do not rewrite completed transaction records.

Legal framework and execution

These proposed terms are governed by Kenyan law, subject to mandatory rights and the jurisdiction of competent courts. The parties should first try to resolve a dispute through support and good-faith discussion. Neither party excludes liability that cannot lawfully be excluded. Each party remains responsible for loss caused by its own breach, negligence or unlawful conduct, assessed under applicable law. No exclusivity is required. Approval and activation must be communicated by Chalride. Online acknowledgement records the applicant, document version and server time; it is not evidence of Chalride approval. A signed copy may also be retained by both parties.

Acceptance and signature record

The authorised representative confirms they have read this version and the indicative rate schedule, can retain a copy, and acknowledge the proposed terms. Online acknowledgement is saved with the application; platform approval remains separate.

Business legal / trading name

_____

Authorised representative and role

_____

Phone / email

_____

Partner signature

_____

Date

_____

Chalride authorised signatory and role

_____

Chalride signature

_____

Date

_____

Before final execution, confirm company registration details, notice address and any negotiated rate schedule. Both parties should retain a complete copy.

Retain this complete agreement and rate schedule with your acknowledgement or signed copy.