

Terms and conditions of use.

Description

Last updated: Tue 17th June 2025

1. Introduction

SoukUK is a not-for-profit online initiative dedicated to supporting creative individuals and businesses, as well as preserving creative knowledge. The platform offers:

- **Free Online Showrooms:** Showcases and preserves creative knowledge, information and images.
- **E-commerce Marketplace:** Provides a space for creative goods and entertainment to be sold.
- **Creative Blog Centre:** Features news, articles, insights, knowledge and information relevant to creatively
- **Local Lifestyle Directory:** Highlights local businesses and services.
- **Knowledge Repository:** Welcomes contributions from both individuals and organisations to build a comprehensive resource of creative knowledge.

2. Management

SoukUK is managed and funded through an administrative charge added to products sold in the website's e-commerce shop, as well as support from generous arts patrons and both paid and unpaid professionals, including the website's management and operations staff.

3. Scope and Acceptance of Terms

These Terms and Conditions of Use (â??Termsâ?•) apply to all users of the SoukUK platform, including vendors, contributors, buyers, and visitors. By accessing or using any part of the platform, to showcase products, services or showcase knowledge, information and news about yourself, businesses, situations or others, is proof you have read, understood, and agree to be bound by these Terms.

4. User Categories and Responsibilities

4.1. Sales

When registering to offer goods and services on thesouk.uk or commission thesouk.uk to sell them on you're behalf, you are agreeing to these Terms & conditions and are therefore responsible for ensuring that all product descriptions, images, and specifications accurately represent the items or services offered for sale as well as sold.

4.2. Contributors

By submitting creative ideas, expertise, knowledge, information or news to Thesouk.uk for publication within an Showroom, you or the business, institution accept full responsibility for ensuring that your material does not infringe on any third-party copyright or contain illegal content. You are solely liable for any claims arising from your published material.

4.3. Insurance

SoukUk strongly recommends that all marketplace users and contributors obtain suitable public or commercial insurance. Insurance protects you against potential claims related to the content or goods you submit, list, or sell through SoukUk.

5. Marketplace Overview

SoukUk's SHOP ONLINE marketplace enables the sale of creative expressions, performances, and merchandise. The marketplace operates on the Ecwid multichannel e-commerce platform, ensuring robust infrastructure and data security. Vendors are responsible for ensuring their own store areas within the marketplace are being correctly managed on their behalf by the SoukUk support team.

6. Refunds, Returns, and Replacements

If a purchased product fails to arrive as promised, or does not match the description or images provided in the vendor's SoukUk online store at the time of purchase, the buyer is entitled to a full refund. To request a refund or replacement, the buyer must provide photographic or video evidence demonstrating the issue.

Should a dispute arise between buyer and vendor that cannot be resolved amicably, SoukUk may act as adjudicator to help reach a resolution and avoid costly legal proceedings for both parties.

7. Non-Refundable and Returnable Items

Certain items are non-returnable and non-refundable, including but not limited to:

- Goods, entertainment, or digital content commissioned or tailored to the buyer's specifications (unless damaged or not as agreed).
- Perishable items such as food or flowers.
- Creative works (e.g., paintings, sculptures, pottery) commissioned specifically for the buyer.
- Personal items (e.g., jewellery, cosmetics, undergarments) where the hygiene seal has been broken.

Buyers should verify whether an item is cancellable or non-cancellable before placing an order.

8. Disclaimer of Liability

SoukUk acts solely as an online platform facilitating connections and transactions between suppliers and consumers in the creative industry. Thesouk.uk does not accept liability for:

- The accuracy or legality of content submitted by contributors or vendors.
- Transactions or agreements made between buyers and sellers within the marketplace.
- Transactions or agreements made between buyers and sellers agreed between themselves as a result of being introduced to each other within the or without the shopping area and as a result of information published within one of Thesouk.uk's showrooms.

All users are encouraged to exercise due diligence when entering into agreements or transactions.

9. Intellectual Property

SoukUk does not knowingly use copyrighted content on behalf of participants unless the participant owns the content or has obtained explicit written permission from the copyright owner. Participants are responsible for notifying SoukUk of any published material for which they lack appropriate rights; failure to do so may result in personal liability for copyright infringement.

All material produced by SoukUk on behalf of a participant (including text, audiovisual, or visual content) remains the property of SoukUk and may not be used outside the platform without prior written consent.

10. Buyers's Agreement

By completing a transaction (including partial or full payment) within the SoukUk marketplace, buyers acknowledge and agree to be bound by these Terms, forming a legally enforceable contract with the relevant vendor.

11. Local Directory and Blog

Sections of the local directory and creative blog are currently under development. Additional terms may apply upon their launch.

12. Amendments

SoukUk reserves the right to update or modify these Terms at any time without prior notice. Continued use of the platform constitutes acceptance of the revised Terms. Users are encouraged to review the Terms periodically.

13. Contact

For questions or concerns regarding these Terms and Conditions, please contact SoukUk at [contact email/phone].

[To read more about SoukUk Online Marketplace vendor participation...](#)

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