

Rooted Grove Buyer Policy

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This Buyer Policy summarizes your rights and responsibilities when purchasing through Rooted Grove in the Rooted University Hub app. It supplements the Rooted Grove Terms of Use. By checking out, you agree to this Buyer Policy and the full Terms of Use.

1. How Buying Works

- You purchase items directly from student sellers, not from Tree Technologies.
- Prices and item condition are set by the seller.
- Campus pickup is the only delivery option in v1. Select a pickup area at checkout and coordinate details with the seller.

2. Payments

- Checkout is processed by Stripe. We do not store your full card number.
- Payment confirms your order when Stripe reports success.
- A failed or abandoned payment may release the item back to inventory.

3. Pickup

- Meet the seller at the agreed campus location in a safe, public area when possible.
- Bring your order confirmation. Inspect items at pickup when you can.
- If the seller does not respond or cannot fulfill the order, contact contact@tree-technologies.com.

4. Refunds & Problems

- Contact the seller first for order issues.
- Refunds may be issued for non-delivery, misrepresentation, or policy violations at our discretion and through Stripe.
- Filing fraudulent chargebacks may result in account suspension.

5. Conduct

- Use Grove messaging respectfully and only for transaction-related communication.
- Report suspicious listings or harassment through the App's report tools.
- Do not attempt to circumvent checkout or platform fees.

6. Privacy

See the Rooted Grove Privacy Policy for how order and checkout data is handled.

7. Contact

contact@tree-technologies.com

This document is provided for informational purposes and does not constitute legal advice. Have a qualified attorney review before publication.