



Acceptable use policy •

Effective date: 1 April 2026

team@sznmarketplace.com

This policy sets out what you can and cannot do on SZN.
It applies to all users — lenders, renters, sellers, and buyers.

1. About this policy •

This policy sets out what you can and cannot do on SZN. It applies to all users — lenders, renters, sellers, and buyers.

We want SZN. to be a safe, honest, and welcoming place for everyone. If you breach this policy, we may remove your listing, suspend your account, or refer the matter to law enforcement.

2. What you can list •

You can list items from your personal wardrobe that you own and have the right to sell or lend. All items must be South Asian occasionwear or accessories with an RRP of up to £1,500.

3. What you cannot list •

You must not list:

- counterfeit items, including copies or imitations of designer goods
- stolen goods
- items that cannot legally be rented or sold in the UK
- items with inaccurate or misleading descriptions or photographs
- items with an RRP above £1,500
- items prohibited under any applicable law

4. What you cannot do •

You must not:

- arrange or accept payment for any transaction outside the SZN. platform
- harass, threaten, intimidate, or abuse other users, whether in messages, reviews, or any other part of the platform
- create false or misleading listings
- create multiple accounts, or return to the platform after your account has been banned
- use bots, scrapers, or automated tools to access the platform or extract data
- manipulate or fabricate reviews
- post content that is discriminatory, hateful, or unlawful
- fail to return a rented item
- misrepresent yourself or impersonate another person

5. Condition documentation •

Lenders and renters are required to take and retain timestamped photographs of items at the point of dispatch (lender) and at the point of receipt (renter). These photographs are required if any dispute is raised. SZN. cannot mediate disputes without adequate condition documentation from both parties.

6. Reporting •

SZN. provides an in-app mechanism for users to report content or behaviour that breaches this policy or applicable law, in line with our obligations under the Online Safety Act 2023. All reports are reviewed promptly. We may remove content, suspend accounts, or refer matters to law enforcement where appropriate.

SZN. does not permit user-generated content that is illegal or harmful under UK law.

To report something, use the report function in the app or contact team@sznmarketplace.com.

7. Enforcement •

If you breach this policy, we may take the following action, acting reasonably:

- remove a listing
- suspend or permanently close your account
- withhold payouts pending investigation
- refer the matter to law enforcement

You may challenge any action taken against your account by contacting team@sznmarketplace.com.

8. Contact •

To contact us: team@sznmarketplace.com

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