



One Stop Shop Terms of Use

Last Updated: 22/5/2025

PLEASE READ THESE PLATFORM TERMS OF SERVICE (THESE “**TERMS**”) CAREFULLY. THESE TERMS GOVERN YOUR USE OF THE PLATFORM (DEFINED BELOW). YOU ARE ADVISED TO FULLY UNDERSTAND YOUR OBLIGATIONS AND RISKS UNDER THESE TERMS BEFORE USING IT. IF YOU HAVE ANY CONCERNS WITH THESE TERMS, PLEASE CONSULT A PROFESSIONAL ADVISOR BEFORE ENTERING INTO AND ACCEPTING THESE TERMS

You will be deemed to have accepted and agreed to these Terms by: (i) registering for an Account on <https://ossbusiness.com> online website and mobile application (the “Platform”); (ii) creating a free public test on the Platform; (iii) submitting an Order Form (as defined below); (iv) agreeing to any other documentation that references and/or incorporates these Terms; and/or (v) using the Content or Services in any way.

Welcome to **One Stop Shop (OSS)**. These Terms of Use ("Terms") govern your access to and use the One Stop Shop Services, a product by One Stop Shop, a company formed and exist under Sudanese Companies Act 2015.

The Terms refer to “**Users**” as individuals or companies who buy or request a service. The Terms refer to “**Service Provider**” as individuals or company who provide the services and are not hired staff by the One Stop Shop.

1. About OSS

OSS is a centralized platform offering Sudanese entrepreneurs and startups a wide range of curated services, including:

- Startup consultation and mentorship
- Outsourcing solutions (e.g., tech, design, marketing)
- Business registration and legal services
- Access to partner offers and discounted tools, templates and educational material
- Other Business support services

All service providers are **verified by OSS** for quality and reliability.

2. Eligibility

You must be at least 18 years old and legally capable of entering into a binding agreement. By using the Platform, you confirm that you meet these criteria.

3. Account Registration

Some services require you to create an account. You agree to:

- Provide accurate, complete, and up-to-date information
- Maintain the confidentiality of your login credentials
- Notify us immediately of any unauthorized use of your account

You are solely responsible for all activities that occur under your account.

Identification

All users must upload valid identification documents for verification and approval by OSS:

- **Individuals:** Passport, National ID card, or National number.
- **Companies/Entities:**
 - Official registration documents.

4. Services and Payments

OSS connects you with trusted service providers. When you engage a provider:

- You will pay the listed price for the service
- OSS will retain a **commission** from the total amount paid

- Payment terms and refund policies will be disclosed before you complete your order

Bank Account Requirements

- Only **Bank of Khartoum** accounts are accepted at this stage.

For Individuals:

- Must have a personal bank account registered under their own name.
- Accounts under other individuals' name can be accepted, if accompanied by a signed authorization letter by the account owner, uploaded during registration.

For Companies and Entities:

- The account must be under the name of the company/entity.
- Alternatively, an account under the company founder or a partner can be accepted **if accompanied by a signed delegation or authorization letter**, uploaded during registration.

Payment Process

Cash-In (Top-Up):

- Clients top up their OSS wallet by transferring money via Bankak or direct bank transfer.
- After making the transfer, users must submit transaction details and upload a receipt on OSS.
- OSS sends the request to NilPay for verification.
- If verified, points are credited (1 SDG = 1 OSS Point), minus transaction fees.
- If declined, no points are credited, and refunds (if applicable) are processed back to the sender's account.

Cash-Out:

- Service Providers submit a cash-out request through the Platform in the Wallet Menu.
- Users submit a cash-out request through the Platform in the Contact Menu
- NilPay transfers SDG to their registered bank account (after deducting fees).
- Upon success, OSS deducts the equivalent points and confirms by email.
- If failed, the points are retained and the provider is notified.

Payment Service Provider

All transaction verifications and transfers are handled in coordination with NilPay.

Payment of fees may be made using any of the payment modes offered on the Platform from time to time. You agree that you will be subject to the applicable terms and conditions issued by the relevant payment service provider (if applicable), and may not claim against OSS for any

failure, disruption or error in connection with your chosen payment mode. The mode of payment cannot be changed once payment is confirmed.

5. Verified Providers

All providers are selected and verified by OSS. While we strive to ensure quality, OSS is not liable for the performance or outcomes of services provided. Users are encouraged to provide private feedback for continuous improvement.

6. User Conduct

You agree to use the Platform only for lawful purposes. You must not:

- Use the Platform for fraudulent or illegal activities
- Attempt to interfere with the Platform's functionality
- Impersonate others or provide false information
- Use of and access to the Services is permitted by and only by the number of users specified in the applicable Order Form ("Permitted Users")
- If you are given any credentials (such as usernames and passwords) to use the Platform, you must require that all Permitted Users keep such credentials strictly confidential and not share such information with any unauthorised person. All credentials are granted to individual, named persons and may not be shared. Credentials may only be reassigned to a new Permitted User if the prior Permitted User will no longer use the Services. The User will be responsible for any and all actions taken using the User's Account and related credentials.

7. Intellectual Property

All content on the Platform—including text, branding, logos, and service descriptions—is the property of OSS or its licensors. You may not reproduce, distribute, or modify any part of the Platform without prior written consent.

8. Limitation of Liability

OSS provides the Platform "as is" and "as available." We do not guarantee that the Platform will be error-free or uninterrupted.

To the fullest extent permitted by Sudanese law, OSS shall not be liable for:

- Losses due to service delays, provider actions, or third-party tools
- Business losses, including loss of profits, revenue, or data

- Any indirect or consequential damages

9. Termination

We may suspend or terminate your access to the Platform at any time for violations of these Terms or applicable laws. You may also deactivate your account by contacting us.

10. Changes to These Terms

These Terms may be changed by us from time to time without any prior notice. You may determine if any such changes have taken place by referring to the “Last Updated” date on which these Terms were last updated. You are encouraged to check for any updates to these Terms prior to your use of the Platform. Your continued use of the Platform constitutes your acknowledgement and acceptance of these Terms as changed from time to time.

11. Governing Law

These Terms shall be governed by and interpreted under the laws of **Sudan**. Any disputes will be resolved in the competent courts of Sudan.

12. Contact Us

If you have any questions about these Terms, please contact us at:

 Contact Form: [Link](#)

 Website: <https://ossbusiness.com>