



One Stop Shop Terms of Use

Last Updated: 26/10/2025

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) booking a service www.ossbusiness.com online website (the “Platform”);
- (ii) booking a service via the social media channels of the “One Stop Shop”
- (iii) booking a service through one of our hubs in Port Sudan, Gedaref, Kassala, Dongola (the “Hubs”)
- (v submitting an Order Form from the One Stop Shop; and/or
- (iv) 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 of the One Stop Shop Services, a product by One Stop Shop, currently a brand under 249Startups and in the process of being registered as a company under the Sudanese Companies Act 2015.

1. About OSS

OSS is a centralized business hub, offering Sudanese entrepreneurs, startups and MSME a wide range of curated services through the Platform and through the Hubs.

Currently in the Soft Launch phase, it offers a limited selection of services that may include:

- 1:1 consultations in marketing, business development and legal
- insurance service packages
- design services

Note: Some services are provided by 249Startups employees, some services are provided by trusted, trained and contracted service providers

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

All services require you to provide personal and/or company information. In the following names as “registration details”.

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

4. Services

1. The OSS offers 2 types of services:
 - (i) Service Package with a fixed price
 - (ii) Customized Service Request
2. Client can see all available services and prices on the Platform or can ask about them in the Hubs and through the AI Business Assistant and Support Whatsapp-Number
3. All services have a clear description of a duration and content that the OSS will deliver. For any request from the client that goes beyond that, the client needs to book an additional service
4. Every service booking requires information from the clients to provide. This helps the expert to prepare well.
5. Each service will lead to a 1:1 interaction with our expert. Therefore, you will be asked to select a timeslot shortly after you submitted your service booking to meet our OSS experts.

5. Payments

1. Before Clients can buy a services, their Wallets needs to be filled with “points”. These points are equal to the SDG amount the client transfers to the OSS.

2. Payment is made via bank transfer to a Bank of Khartoum account. Transfers can be made from any Sudanese bank, under any account name. The transfer subject must include 'OSS'
3. Client is requested to share a proof of payment, e.g. a screenshot of BANKAK transfer
4. The Payment will increase the “Wallet” of the Client. This Wallet can be used to pay the services.
5. If you filled your wallet with money and you do not want to use it anymore to buy OSS services with it and you want to get these points back to your bank account, please send a request with your name and email and phone number to support@ossbusiness.com

6. Discounts

- All services are visible with their original price. Discounts are done through the Wallet. If the client is granted a discount, the discount amount will be topped-up to your Wallet, so you can use it to buy services.

7. Cancellation Rules

The client cancels by submitting an email to support@ossbusiness.com or via Whatsapp to +249 91 073 3044 including your name, the service you booked, the meeting you scheduled.

- 100% refund: if canceled before you select the timeslot that the experts provide you.
- 50% fee: if canceled between 24 hours before the scheduled meeting
- 70% fee: if the client does not show up to the scheduled meeting

Rescheduling: free for the first time, 1000 SDG fee for the second

8. 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
- Share account credentials
- Use access credentials beyond assigned Permitted Users

6. 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.

7. 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
- Business losses including lost profits, revenue, or data
- Any indirect or consequential damages

8. 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.

9. Changes to These Terms

These Terms may be changed by us from time to time without any prior notice. You may determine if changes occurred by checking the 'Last Updated' date. Your continued use of the Platform signifies your acceptance of the latest Terms.

10. Governing Law

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

13. Contact Us

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

 Contact Email: support@ossbusiness.com

 Website: <https://ossbusiness.com>

Personal Whatsapp Support: +249 91 073 3044