Poststrasse 30, CH-6300 Zug, Switzerland
CHE-350.031.599

Commerce policy

How you buy and sell on Trepup

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This is the Commerce policy ("Policy") for Trepup. The short version: sellers set their own prices and policies. Trepup takes zero commission on your sales - zero percent, permanently - and the processing fee of our payment partner, Stripe, passes through at cost. Card data never touches our servers. Your Account is passwordless - there are no passwords to steal because there are no passwords. Transactions are between buyer and seller - Trepup is not a party to any sale. Every Store carries a public Crest standing, earned through conduct and never bought. Swiss law governs this Policy. If something goes wrong, the courts of Zug, Switzerland decide. Four addresses - support, privacy, legal and security - and the Trust page, for complaints, appeals and the register of Trepup's partners, are set out in the contact details at the end of this Policy.

This document overlaps with the Terms of service on three topics: subscription pricing, seller and buyer obligations, and Content limits. Where both documents address the same topic, the Terms of service are canonical for contractual rights and Account-level obligations, and this Policy is canonical for transaction rules, refund policy, payment processing, and Store-level commerce operations. This document also overlaps with the Acceptable use policy on two topics: Prohibited Listings and Store categories. Where both documents address the same topic, the Acceptable use policy is canonical for specific prohibited items, and this Policy is canonical for commerce operations and dispute resolution. This document overlaps with the Privacy policy on one topic: payment data handling. Where both documents address the same topic, the Privacy policy is canonical for data protection obligations, and this Policy is canonical for payment processing operations.

1. Stores

In brief: A Store is a Store Actor on Trepup. Owned by its Store Owner. Limits depend on plan.

A Store is a Store Actor on Trepup. It has its own profile, its own followers, and its own listings. A Store is always owned by one User Actor, its Store Owner. The Store Owner is responsible for all Content, transactions, and compliance in the Store. On Pro, the owner may add up to 2 extra Stores at EUR 6 per Store per month (EUR 5 per month billed annually), each with Pro's limits, billed to the owner and prorated like Seats. Pro with 2 extra Stores costs the same as Premium, which has no Store limit.

Plan	Store limit	Members per Store
Free	1	Owner only (no invites)
Pro	2, plus up to 2 extra Stores	Up to 5
Premium	Unlimited	Unlimited

Store profiles have 7 tabs: Products, Services, Posts, Saves, Tagged, Reviews, and About. A visitor sees the Products tab, the Services tab or both, as the Store lists them, and never Saves; the Store's own team always sees all seven.

Commerce belongs to Stores. Only a Store lists products or services, keeps a catalogue with collections, variants and packages, takes orders, and carries a price, a checkout or a booking. Every Actor can buy from a Store: a User buys for themselves, and a Store buys from another Store, at retail or, where the seller offers it, at wholesale. Trepup is built for both.

A User's profile is for posts and followers: it has no products, no services and no storefront. A personal post cannot carry a price, a checkout, a booking or an order. Selling around this rule is enforced under the Acceptable use policy, and it counts against the Crest of any Store the seller holds.

Store features follow the Store Owner's plan, and every Member works under it.

A Store has two roles: the Store Owner and its Members. The Store Owner holds billing (Seats, usage credits and extra Stores), settings and transfer, creates the Account's Stores, and invites and removes Members. A Member works as the Store and never changes its settings or billing; what each Member can do is set by work functions.

Work functions are granted to each Member and are all on by default. Together they cover every feature of the plan: catalogue (products and services, their retail and wholesale prices, collections, variants, packages, and the Store gallery - its photos and videos); inbox (messages, and buyer conversations with Trep, the AI that runs your Trepup); posts (posts, stories, scheduled posts, email campaigns, Go Live and Boost); orders (orders, bookings, fulfilment and reviews); analytics (every analytics view the plan includes); and intelligence (AI Content Assist, the assistant and its usage credits).

Every Member is the same Seat price, whatever their work functions, and every Member has the plan's support.

Within the plan, a Member has full power to build and run the Store: to create products and services with their retail and wholesale prices, collections, variants and packages, to post and to publish stories, and to use every feature above, up to the plan's limits and without limit where the plan sets none. The only limits are that a Member never changes the Store's settings or billing, and any the Store Owner chooses to set - a work function turned off, or a spend limit.

A Member's use of metered intelligence - the assistant and AI Content Assist, for everything the Store does - is limited only by the Store Owner: the allowance runs on into usage credits when the Store Owner turns them on, and the only cap is a spend limit the Store Owner sets.

All Stores must select a primary category from the 33 categories of the Trepup category taxonomy (25 product, 8 service). Stores must comply with the Acceptable use policy and the Prohibited Listings defined there.

2. Seller verification

In brief: Identity verification through Stripe before you can receive payments. Trepup does not store identity documents.

Before a Store can receive payments, the Store Owner must complete identity verification through our payment partner, Stripe (Stripe Payments Europe, Limited, with Stripe, LLC in the United States). Stripe collects and verifies the person or entity behind the Store, identity documents, and bank account details in accordance with applicable Know Your Customer (KYC) and Anti-Money

Laundering (AML) regulations. The verification process is embedded within Trepup but operated by Stripe.

Stripe may require the following information depending on your jurisdiction and whether your Store is registered to a person or an entity: legal name, date of birth, government-issued identification, entity registration number, tax identification number, and bank account details. Stripe verifies this information against public and private databases, sanctions lists, and fraud databases. Trepup does not receive, store, or have access to your identity documents. Only the resulting status - unverified, pending, identity verified, entity verified or failed - is shared with Trepup.

Stores that have not completed verification may list products and services, but cannot receive payments until verification is complete. If Stripe is unable to verify your identity, you will be notified with specific reasons and may provide additional documentation. Stores that remain unverified for more than 30 days after their first listing may have their listings hidden from search results until verification is complete.

For high-value sellers (monthly transaction volume above EUR 10,000, or its equivalent in the Store's own currency), and wherever Stripe's own risk assessment calls for it, enhanced identity verification through Stripe Identity may be required, which includes document verification and selfie matching. Enhanced verification is automated; no person reviews it.

Both sides verified

Trepup verifies both sides of every sale. A Store is verified before it can receive a payment, and a buyer is verified before they can pay, so every payment on Trepup moves between two verified parties - a person, or the entity named on record, on each side. Verification is free, it cannot be bought, and no plan unlocks it. It takes a few minutes, and it doubles Trep's monthly allowance, so Trepup invites you to verify early, so your first purchase never waits on it. Where our payment partner, Stripe, cannot yet verify a buyer or onboard a seller in a country, an Actor there can still join, post, follow and message, and Trepup says so plainly at the moment they try to buy or sell; Trepup adds countries as Stripe does. Because every seller and every buyer is verified, a ban follows the person, not the Account: someone removed for fraud or abuse cannot simply return under a new name. This floor is what lets Trepup find bad actors and keep them out.

3. Products and services

In brief: A Store is built by talking to Trep, the AI that runs your Trepup, or with a form if you prefer. Products and services are equal, and listing limits depend on the Store Owner's plan.

A Store is built by talking to Trep: the Store Owner or a Member says what the Store sells, and approves each product or service card Trep drafts with a tap. The form is there for anyone who prefers it. Products and services are equal on Trepup: listed, priced, shelved, bought and reviewed the same way. Retail and wholesale prices are treated equally. Listing limits depend on the Store Owner's plan.

Listing type	Free	Pro	Premium
Listings per Store (products and services, in any mix)	Up to 15	Up to 75	Unlimited

All listings must include a title, description, and price. A Store prices its listings in the currency of its own Stripe account; at checkout, Stripe shows the price in the buyer's local currency where it offers one, at the rate Stripe sets, which includes Stripe's conversion fee. The price shown at checkout, in its stated currency, is the binding price. Elsewhere on Trepup a price may be shown in your own currency as an estimate, marked as approximate, at the day's European Central Bank rate; the price shown at checkout is the price you pay. If your payment card is denominated in another currency, your card issuer may apply its own exchange rate and fees. Product names and service names have a maximum of 70 characters. Product descriptions and service descriptions have a maximum of 5,000 characters. These limits are enforced at the field level, and are the same for products and services.

4. Listing review

In brief: Every listing is reviewed by automated systems at publication. Violations are rejected with a reason. Appeals are first reviewed by automated systems. A person reviews it only if the automated response is rejected.

Trepup uses automated systems to review every listing at the time of publication. The automated review checks the listing title, description, images, videos, and audio, and category against the 17 Prohibited Listing categories defined in the Acceptable use policy and the Trepup category taxonomy. Listings that pass automated review are published immediately. Listings that fail automated review are rejected with a specific reason.

Automated review is the primary enforcement mechanism. No person reviews a listing before it is published. If your listing is rejected, you may edit it to address the stated reason and resubmit. If you believe the rejection was incorrect, submit an appeal as set out at trepup.com/legal/trust. Your appeal is reviewed by automated systems against the rejection reason and the listing Content. If the automated appeal determines the rejection was incorrect, the listing is reinstated immediately. If the automated appeal confirms the rejection, you receive a detailed explanation. You may then request a final review through trepup.com/legal/trust, which a person at Trepup handles within 5 working days. This three-tier system (automated review, automated appeal, final review by a person) ensures speed without removing the right to a review by a person that the EU Digital Services Act requires.

Trepup also runs periodic automated scans of published listings to detect policy violations that may not have been caught at publication time, including price manipulation, misleading descriptions, and counterfeit indicators. Listings found in violation during periodic scans are removed and the seller is notified with the specific reason.

5. Subscriptions

In brief: Three plans. Annual billing saves two months. Cancel anytime.

Trepup offers three plans. Trepup's own prices are set in euros; at checkout, Stripe shows them in the buyer's local currency where it offers one, at the rate Stripe sets, which includes Stripe's conversion fee. Annual billing is charged upfront at 10 times the monthly rate (two months free).

Plan	Tagline	Monthly	Annual
Free	The Network	EUR 0	EUR 0
Pro	Attention	EUR 18	EUR 180 (EUR 15 a month)

Plan	Tagline	Monthly	Annual
Premium	Commerce	EUR 30	EUR 300 (EUR 25 a month)

Support on every plan is answered by Trep, the AI that runs your Trepup, the moment a message arrives. Trep answers questions about your Store, orders, billing, subscriptions, listings, the Crest standing, and Platform features.

Subscription prices may change. Price changes are announced at least 30 days in advance through the Platform, by email, and on the legal updates page. A price change takes effect at your next renewal after the notice period; the price of an active annual subscription never changes mid-term.

Subscriptions renew automatically. You may cancel at any time from your billing settings. Cancellation takes effect at the end of the current billing period. No refunds for partial periods. Upgrades take effect immediately with prorated charges. Downgrades take effect at the end of the current billing period. You may switch between monthly and annual billing at any time.

6. Seat billing

In brief: Each Member costs the price of the Store Owner's plan as one Seat - EUR 18 a Seat a month (EUR 15 billed annually) on Pro, EUR 30 a Seat a month (EUR 25 billed annually) on Premium. The Store Owner is the only payer.

Members added to a Store are billed as Seats. The Seat price follows the Store Owner's plan: on Pro, EUR 18 a Seat a month (EUR 15 billed annually, EUR 180 a year); on Premium, EUR 30 a Seat a month (EUR 25 billed annually, EUR 300 a year). The following rules govern Seat billing:

Rule	Description
1	The Store Owner is the only payer, and Members never see a bill.
2	The Store Owner's own access is always included, with no Seat fee.
3	Every Member costs the Store Owner's plan rate per Seat - Pro EUR 18 a Seat a month (EUR 15 billed annually), Premium EUR 30 a Seat a month (EUR 25 billed annually).
4	On Free, the Store Owner works alone and cannot invite anyone. On Pro, a Store has up to 5 Members; on Premium, any number.
5	There is no minimum number of Seats: one Member is one Seat.
6	A Seat added part-way through a billing period is charged for the rest of that period. A Seat removed stays billed to the end of the period, with no refund for the unused days.
7	When the Store Owner upgrades, the limits rise, and existing Seats are billed as before.
8	When the Store Owner downgrades, no Member is removed, but no new one can be added until the Store is within the new limit.
9	Store features follow the Store Owner's plan, a Member's access follows their role, and Seat billing follows the number of Members.

For example, on Pro a Member added halfway through a monthly billing period costs EUR 9 for the rest of that month, then EUR 18 a month; one removed mid-month stays billed to the end of the period, with no refund for the unused days.

7. Boost

In brief: Every Actor on Pro or Premium - a User or a Store - can use Boost, paid promotion that buys visibility and never a point of Crest, to put its posts into more of the feeds they suit, and a Store its products and services too, across the Trepup feed, search, and Store discovery, at a flat EUR 1 per 1,000 qualified impressions - no auction and no bidding. You pay only for qualified impressions seen by signed-in viewers, charged to your card as they are delivered. Boosted Content is always labelled.

Boost increases the visibility of your own posts - and, for a Store, its products and services - in other Actors' feeds and search results. A User with no Store - a creator, say - boosts posts on the same terms and at the same price as a Store, into the same feeds and search results; a Store's boost also reaches Store discovery. You set a daily budget and a duration, or a total budget, from EUR 1 a day, and you can raise, lower, pause, or stop a boost at any time. A boost starts as soon as you confirm it: what you boost has already been published under the Acceptable use policy, so there is no separate ad review to wait for. The price is flat - EUR 1 for every 1,000 qualified impressions, the same for every Actor and every day, with no auction, no bidding, and no app-store surcharge.

Plan	Included Boost impressions
Free	None
Pro	10,000 a month
Premium	25,000 a month

The included impressions above are a monthly allowance - fresh each month, not banked - and are always delivered before any paid impressions are charged.

Boosted Content is always identifiable as boosted, and every boosted impression carries a 'Why am I seeing this' explanation identifying the Account that paid for distribution.

Boosted Content is subject to the Acceptable use policy and the same listing review as organic Content. Boosting does not relax any standard. Boost is open to every Actor on Pro or Premium; for a Store, Boost access also reads from its Crest standing - a Faded or Dark Store cannot use Boost.

Boost is billed to the card on file as it is delivered, never in advance. Delivered impressions are charged each time unbilled Boost spend reaches EUR 25, and any remainder on the first day of each month. You are never charged for budget that was not delivered, and a boost never spends more than its total budget. Boost is not a subscription. It buys impressions - delivery of distribution, not outcomes; Trepup does not guarantee clicks, engagement, follows, or sales.

Boost impressions are served on Trepup and only on Trepup - in the feed, in search results, and in Store discovery - always labelled, so a boost is never mistaken for an organic result; there is no third-party ad exchange. Each boost reaches the Actors Trepup's relevance matching selects for it, and you may aim it as the largest social platforms allow: by country, by an age range from 18, by gender, at people or at Stores, beside a category where that category is being viewed, and by interests - the categories, retail or wholesale, products or services, and photo, video or audio an Actor engages with. Country, age, gender and the kind of Actor are used on legitimate interest, and any person may object in their settings; a person who objects is reached only by boosts that name none of them. A person's interests are used with their consent where the law asks for it first, and otherwise until they switch them off; a Store's interests are always used. Health is never an interest a boost can target. Nothing chosen reaches everyone. Full data processing details are in the Privacy policy.

You pay only for qualified impressions. An impression counts when at least half of the boosted item is on a signed-in person's screen for at least one continuous second. Traffic classified as automated is never charged, your own views and your team's are never counted, and one person is charged for at most three impressions of a boost in any 24 hours. Delivery is weighted exactly as organic reach is - for a Store, by its Crest standing - and paying never adds a point of Crest. Every boost has its own report - impressions delivered, the qualified-view rate, Actors reached, average frequency, and the orders and bookings that followed on Trepup while it ran.

8. Metered intelligence

In brief: The work of Trep, the AI that runs your Trepup, is metered. Every plan includes a monthly action allowance - 20 actions on Free, 300 on Pro and 1,000 on Premium, half until the Account is verified - and every Account, on any plan, may turn on usage credits to keep working beyond it, billed at the model provider's list price plus Trepup's Platform margin, from a prepaid balance that can reload automatically from the card on file, within the spend limits its owner sets. Everyday browsing is never metered.

Trep, the AI that runs your Trepup, lives in the inbox. On a User it triages, summarises threads, drafts replies the User sends, and finds a message, an order or an Actor; on a Store it also answers buyers from the Store's own catalogue and knowledge in drafts the owner approves, summarises order conversations, sorts new requests, and drafts listings and Store copy through AI Content Assist - the Terms of service define Trep in full. Trep is metered by the action: one directed request to Trep, regardless of length. Ambient Platform features (feeds, search, browsing) are never metered. The monthly allowance is two-level, keyed on identity verification: a verified Account gets the full number below, an unverified Account half; verifying is free, and it doubles the allowance on every plan. An action on a more capable model draws more of the allowance than one on a standard model, by a weight set from that model's cost; the weights are published at trepup.com/pricing. Each plan includes a monthly action allowance and a level of model access: Trep replies in the language each person writes in, to buyers and owners alike.

Plan	Verified actions	Unverified actions	Model access
Free	20	10	Standard models
Pro	300	150	Standard and advanced models
Premium	1,000	500	All models, including the most capable

Usage credits. Every Account, on Free, Pro, or Premium, may turn on usage credits in settings, so it can keep using the assistant after reaching the allowance, with usage-based pricing: work beyond the allowance is billed by the tokens each request consumes, at the model provider's standard list price for the model that performs it plus Trepup's Platform margin of 30 percent; the per-model rates, margin included, are published in euros at trepup.com/pricing, converted from the provider's US-dollar list price at the European Central Bank's euro reference rate of the day, shown there with its date; the list prices and the margin change only on the 30-day notice this policy sets for price changes, and the daily rate needs none. Usage credits are paid from the Account's prepaid balance. The owner buys usage credits to fund it, and larger purchases carry a discount of up to 20 percent, set out below - purchases made by auto-reload included. The owner may turn on auto-reload, which charges the card on file automatically to top the balance up whenever it falls below an amount the

owner sets. The smallest purchase, and the smallest auto-reload, is EUR 5. Usage credits are prepaid and not refundable, are used oldest first, and expire 12 months after purchase; a purchase carries any tax the law requires, added at checkout.

Usage credits purchased	Discount
Under EUR 50	None
EUR 50 to EUR 99	3 percent
EUR 100 to EUR 249	6 percent
EUR 250 to EUR 499	9 percent
EUR 500 to EUR 999	12 percent
EUR 1,000 to EUR 2,499	16 percent
EUR 2,500 or more	20 percent

Spend limits. Only the Account's owner - the person who holds it - manages usage credits, the balance, and spend limits; a Store's use draws on its Store Owner's Account. The owner sets a monthly spend limit for the whole Account, or leaves it unlimited; spend shows against that limit for the month and resets on the first day of each month. On a Store, the Store Owner also sets a default monthly limit per Member, or leaves it unlimited, and may set a different limit for any one Member; everyone is always subject to the Account limit as well as their own. The owner sees each Member's spend for the month to date. With usage credit requests on, a Member who reaches a limit may ask the owner for more, which the owner grants by raising the limit; the owner may turn requests off.

Services. Automated services and integrations that use the assistant without a person directing each request are listed separately, each with its own spend limit and its spend for the month to date.

Usage is counted only when the assistant completes a request - a failed request costs nothing, and a retried request is never counted twice. Spend is checked before each request and calculated when it completes, so a single request can take spend slightly past a limit; requests after it are blocked. When the allowance is used and usage credits are off or the balance is empty, or a spend limit is reached, the assistant pauses until the allowance renews, funds are added, or the owner adjusts the limit. There is no daily ceiling: within the owner's spend limits the assistant is there for as long as it is used. Only a burst no person types - more than 60 directed requests in a minute - is held for the rest of that minute. Usage already delivered is not refundable. Allowances and usage credits belong to the Account: a Store's assistant work draws from the Store Owner's allowance and balance and is billed to the Store Owner, whichever Member directs it.

9. Transactions

In brief: Zero commission, permanently. Stripe's processing fee passes through at cost - no markup. Transactions are between buyer and seller.

Trepup charges zero transaction fees on commerce between buyers and sellers. Zero percent. This is a permanent architectural decision, not a promotional offer. Stripe processing fees apply to all card transactions. These fees are set by Stripe, not by Trepup, and vary by region. The fee is charged by Stripe directly to the seller's connected Stripe account at Stripe's published rates and passes through at cost. Trepup adds no margin, markup, or fee of any kind on payment processing - there is no fee on the fee.

Transactions are between the buyer and the seller. Trepup is not a party to any transaction. Trepup does not take possession of, warehouse, or ship any products. Trepup does not perform or deliver any services. We do not hold funds, guarantee delivery, or process refunds on behalf of either party. We provide communication and reporting tools to help resolve disputes.

10. Payment processing

In brief: Stripe handles all payments. Card data never touches Trepup servers.

All payments on Trepup - subscriptions, Seat billing, Boost, metered intelligence, and commerce transactions - are processed by our payment partner, Stripe. Payment methods are cards and the local methods Stripe presents for your country. Card data and payment credentials are entered into Stripe's own elements and never enter, transit, or are stored on any Trepup system. A Store's payments are processed by Stripe under Stripe's own terms, which the Store accepts in Stripe's onboarding; the Store manages its payments, refunds, disputes and payouts in its own Stripe Dashboard as well as in Trepup. A Store takes every payment method Stripe offers its buyers unless it switches one off in its own Stripe Dashboard.

Trepup's own prices - plans, Seats, Boost and metered intelligence - are set in euros. Where Stripe offers your local currency, Stripe shows the price in that currency at checkout, at the rate Stripe sets, which includes Stripe's conversion fee; the amount shown before you pay is the amount charged, in that currency, and it is not converted afterwards.

Trepup meets the Payment Card Industry Data Security Standard (PCI DSS) - the card networks' security rules for anyone who takes card payments - at the level called SAQ A (Self-Assessment Questionnaire A). SAQ A is the level for a company that never handles card data itself, because a certified provider handles all of it: Trepup's systems hold no card number to lose. The Stripe token (a reference to the card stored on Stripe's servers) is the only payment-related data that Trepup receives. Every transaction is screened by Stripe Radar, Stripe's machine-learning fraud detection system. Stripe Radar analyses hundreds of signals per transaction to block fraudulent payments before they are processed. No additional action is required from buyers or sellers.

Seller payouts

Seller payouts are processed by Stripe according to Stripe's standard payout schedule. New sellers (first 30 days after verification) may experience a hold period of up to 7 days on their first payouts. After the initial period, payouts are typically available within 2 working days, paid in the currency of the Store's own Stripe account. Trepup does not hold, escrow, or delay funds beyond Stripe's standard processing. Payout timing and any holds are determined entirely by Stripe based on account risk assessment.

11. Tax

In brief: Tax is calculated at checkout by Stripe Tax on the seller's account and shown before payment. Sellers collect and remit; no tax money passes through Trepup. Trepup charges VAT on its own prices.

Sales tax, value-added tax (VAT), and goods and services tax (GST) are calculated at checkout by Stripe Tax, running on the seller's Stripe account, and displayed to the buyer before payment is confirmed. The Store turns on Stripe Tax in its own Stripe account and keeps its tax registrations

there; Trepup's payment settings ask the Store to turn it on once onboarding is complete. The tax amount is set by the buyer's location, the seller's location, and the product or service category; it is collected with the seller's payment and remitted by the seller. Trepup is not in the flow of funds.

Trepup does not collect, hold, or remit tax on any transaction between a buyer and a seller. Where a jurisdiction requires a marketplace to collect tax on a seller's behalf, that requirement and its start date are published on the legal updates page and in this section before it applies, under the 30-day notice rule. Trepup charges the value-added tax the law requires on all of its own revenue - subscriptions, Seats, extra Stores, Boost and usage credits: Swiss VAT, and EU VAT for consumers in the European Union under the EU's One Stop Shop scheme. Trepup's prices do not include tax; Stripe Tax calculates it from the buyer's location and adds it at checkout, shown before payment. A business may enter its VAT or tax number at checkout; where the law allows, no VAT is charged and the invoice states that the business accounts for it (reverse charge). Every payment to Trepup has a receipt or invoice from Trepup.com AG, sent from trepup.com, showing the tax separately, the currency paid and Trepup's VAT numbers - CHE-350.031.599 MWST and, for EU consumers, EU276006643. A refund has a credit note.

Sellers are responsible for providing accurate product and service categories from the 33 categories of the Trepup category taxonomy. Trepup maps these categories to the Stripe Tax codes used at checkout. Sellers are responsible for all of their tax obligations, including registration, filing and remittance of sales tax, VAT and GST, income tax, customs duties, and jurisdiction-specific obligations.

12. Fulfilment

In brief: Products and services are fulfilled on equal terms. Sellers set their own processing time - 3 to 5 working days by default, 30 days at most - and an order or a booking is complete when the buyer confirms it, or when the dispute window - 30 days after the Store marks the order shipped or the service delivered - closes with no dispute opened.

Sellers must ship orders or begin service delivery within the processing time stated on their Store profile. The processing time options are:

Option	Description
1 to 2 working days	Standard for in-stock items.
3 to 5 working days	Default. Applied if the seller does not configure a custom time.
5 to 7 working days	For items requiring preparation or limited stock.
Custom (up to 30 days)	For made-to-order, custom, or handmade items. Must be stated on the listing.

Products

If an order is not shipped within the stated processing time plus a 2-day grace period, the buyer is notified by email and in-app notification. The buyer may then cancel the order and is entitled to a full refund from the seller. If the seller does not refund, the buyer may recover the payment through their card issuer.

An order is complete when the buyer confirms it. The Store marks a product order shipped in the order thread, and the buyer confirms receipt with a tap; a return works the same way, the buyer marking it sent and the Store confirming it arrived. An order the buyer has not confirmed completes when the dispute window - 30 days after the Store marks it shipped - closes with no dispute opened. Only completed orders count toward the Store's Crest and toward the Free plan's order limit.

Services, bookings, deposits and no-shows

For services, the processing time represents the time within which the seller must confirm the booking or provide the service. Service-specific timelines (appointment dates, delivery schedules) are agreed between buyer and seller and are not governed by the processing time setting.

A Store may ask a deposit of up to 50 percent of the booked price. The deposit is charged to the Store's own Stripe account under the zero-commission rule; Trepup holds no part of it. You may cancel free of charge until 24 hours before the booking; a later cancellation or a no-show leaves the deposit with the Store. A Store that cancels inside 24 hours refunds the deposit in full, and that late cancellation counts against the Store's Crest under on-time fulfilment. On a buyer's no-show the Store keeps the deposit; a no-show is not part of the buyer record, which holds only its four facts, described below.

A booking is complete when the buyer confirms it. The Store marks the service delivered in the order thread, and the buyer confirms it with a tap; a booking the buyer has not confirmed completes when the dispute window - 30 days after the Store marks the service delivered - closes with no dispute opened. Completed bookings count toward the Store's Crest and the Free plan's order limit exactly as completed product orders do.

13. Refunds and disputes

In brief: Sellers set their own refund policy. 14-day default if none is stated. Trepup may mediate but is not an arbiter.

Refund policies are set by each seller. The 14-day default and the 72-hour honouring rule apply to products and to services alike; for services, the deposit terms under Fulfilment apply in addition. Sellers must clearly state their refund policy on their Store profile. If no refund policy is stated, the buyer may request a refund within 14 days of purchase. Refunds are issued in the currency of the original charge.

14-day right of withdrawal

Every buyer on Trepup has a 14-day right of withdrawal for online purchases. This right applies globally, regardless of the seller's stated refund policy and regardless of the buyer's location. This is the EU standard (Directive 2011/83/EU) applied to every buyer on earth because Trepup does not offer a lesser standard based on geography. To exercise this right, contact the seller directly through Trepup messaging within 14 days of delivery. The seller must acknowledge the withdrawal request within 72 hours. If the seller does not respond within 72 hours, the buyer may cancel the order; if the seller does not refund, the buyer may recover the payment through their card issuer.

The 14-day withdrawal right does not apply to: services that have been fully performed with the buyer's prior consent, sealed goods that have been unsealed and cannot be returned for health or hygiene reasons, goods made to the buyer's specification or clearly personalised (custom or made-to-

order items with a processing time above 7 working days), and digital Content where delivery has begun with the buyer's prior consent.

Dispute resolution

If a buyer and seller cannot resolve a dispute directly, either party may open a dispute through the order page. The dispute system collects the complaint, the order data, the messaging history, and the seller's refund policy. Automated systems review the dispute against the evidence and propose a resolution to both parties. If both parties accept the proposed resolution, the dispute is closed. If either party rejects the proposed resolution, the dispute is escalated to a person at Trepup, who mediates it, through the complaints path on trepup.com/legal/trust. We are not an arbiter and our decisions are non-binding. For transactions where mediation fails, the buyer may initiate a chargeback through their card issuer. Stripe handles the chargeback dispute process on behalf of the seller.

Seller liability

The seller is responsible for honouring their stated refund policy. If a seller repeatedly fails to honour refund commitments or generates an excessive number of chargebacks, Trepup may suspend or terminate the seller's Store. Chargebacks lower the Store's Crest in proportion to their value, as the Crest section sets out; a Store whose standing reaches Dark accepts no new orders.

For example, if a seller has published no refund policy at all, the 14-day default applies - silence never means no refunds.

14. Crest

In brief: Every Store carries a Crest - a published trust standing. The score runs 0 to 1,000 and is rendered as one of six standings, Radiant down to Dark. Brighter is more earned. Standing is earned through conduct, recalculated daily, and decides search ranking, Boost access, in-thread checkout eligibility, and the ability to invite Members. The algorithm is published in full at trepup.com/crest. There is no black box.

Crest is Trepup's seller trust standing. It measures whether a Store can be trusted with a buyer's money. The standing is visible to every buyer on every Store profile, every product and service card, every search result, and every checkout page. Sellers can run the published function on their own numbers at trepup.com/crest/simulator. Every factor, every point, every deduction is transparent. Crest measures the conduct of Stores only. It never scores a person, and it never gates anyone's right to take part in commerce as a buyer.

Score range and standings

Crest scores range from 0 to 1,000. New Stores start at 500. The score is recalculated daily from rolling data and again on events - an order settled, a dispute opened, a review published, a booking completed or missed - so standing follows conduct within the hour, not the day. There is no lifetime accumulation - the score reflects the Store's behaviour over the most recent 180 days, recency-weighted so each event's weight halves every 60 days. The score maps to six standings - brighter is more earned:

Score	Standing
800-1000	Radiant
600-799	Bright
500-599	Kindled
300-499	Dimming
100-299	Faded
0-99	Dark

Layer 1 - Transaction integrity (500 points)

Transaction integrity is the core of the score. Did you deliver what you promised?

Factor	Points	Measurement
Chargeback rate (inverse)	-175 to 175	Chargeback value as a share of settled value. No chargebacks = 175 points, falling to zero at 1% of settled value and to -175 at 2% and worse; Layer 1 never falls below zero.
Dispute-free orders	0-125	Percentage of orders with no chargeback, no refund request, and no complaint filed.
On-time fulfilment	0-125	Percentage of orders and bookings fulfilled by the promised date - a product shipped or a service delivered within the stated processing time. 100% on time = 125 points.
Refund compliance	0-75	Percentage of refund requests honoured per the seller's stated policy, multiplied by the share of payouts that did not fail.

Layer 2 - Buyer signals (350 points)

Buyer signals are behavioural evidence of trust. Not self-reported metrics - observed buyer actions.

Factor	Points	Measurement
Repeat purchase rate	0-90	Percentage of buyers who purchase a second time within 180 days, against the buying-cycle target of the Store's category: 30%, 15% or 5%.
Resolution quality	0-75	Percentage of buyer requests resolved within 48 hours: the Store replies within 48 hours of a buyer's request, and the buyer sends no further message in the 48 hours after that reply. A request opens with a buyer's message in a buyer-Store thread after 24 hours of quiet, or with the thread's first message.

Factor	Points	Measurement
Review rating (recency-weighted)	0-110	Average star rating, recency-weighted: each review's weight halves every 60 days. One star scores zero, five stars the maximum.
Buyers who leave a review	0-25	Distinct buyers who left a review, over buyers in the window: 5 points for any, then 10, 15, 20 and 25 at 10, 15, 20 and 25 percent.
Save and follow rate	0-50	Percentage of profile visitors who save a product or a service, or follow the Store.

Resolution quality is held at its midpoint until a Store has ten buyer requests on record (records begin 1 January 2027). Save and follow rate is held at its midpoint until a Store has fifty profile visitors on record (records begin 1 February 2027).

Layer 3 - Platform citizenship (150 points)

Platform citizenship measures whether you play by the rules.

Factor	Points	Measurement
Identity	0-25	Identity or entity verification complete = 25 points, earned by verifying and by no plan. Unverified or pending = 0 points.
Listing accuracy	0-50	Percentage of listings not flagged by review.
Policy compliance	0-50	Starts at 50. A warning deducts 10 points, a restriction 25, a suspension 50 and a termination 50, each weighed by recency; never below zero.
Profile completeness	0-25	In proportion to the profile fields filled: hours, location, refund policy, category, bio, contact.

Decay and momentum

The scoring model is published in full at trepup.com/crest. The score is evidence-weighted, shrinking toward the 500 middle when evidence is thin (weight w = evidence / (evidence + 25), where evidence is settled orders in the window): a new or quiet Store sits at 500 and earns away from it. A Store that stops selling drifts back toward neutral as its evidence leaves the 180-day window. You cannot build a high standing and then coast. Every crest also carries a momentum signal - Rising, Steady, or Guttering - computed from the seven-day score trend and displayed with the standing. Buyers see not just where a Store is but where it is going.

For example, a Store at 560 that gained 25 points this week reads Kindled and Rising - new, and earning trust; a Store at 720 that lost 30 points reads Bright and Guttering - established, but slipping, which a buyer may weigh before a large order.

Standings and consequences

Consequences are automatic and published, and every consequence attaches to a standing, not to a payment. A subscription unlocks capability; it never buys standing. The Boost impressions included with Pro and Premium are paid reach, delivered and labelled as boosted like any other Boost, and never a point of Crest. Enforcement overrides an active plan: a paying Store at the floor is treated exactly as any other Store at the floor.

Standing decides four things: search ranking, Boost access, in-thread checkout eligibility, and the ability to invite Members. Higher standings receive better placement. The schedule for each standing is published in the table below and applies uniformly to every Store at that standing. Two consequences are fixed at the floor. A Faded Store loses Boost access and is demoted in search. A Dark Store is hidden from search and discovery and accepts no new orders; existing orders may complete. Every Store that reaches Dark receives an automated statement of reasons identifying the factors that produced the standing, and a 30-day window to improve before termination. Every automated consequence can be appealed to a person.

Standing	Search weight	Boost	In-thread checkout	New Members	Discoverable
Radiant	1.30	Full	On	Yes	Yes
Bright	1.15	Full	On	Yes	Yes
Kindled	1.00	Full	On	Yes	Yes
Dimming	0.80	Reduced	With notice	Yes	Yes
Faded	0.50	None	Off	No	Yes
Dark	0.00	None	Off	No	No

Anti-gaming

Fake reviews: only buyers with a completed purchase via Stripe can review. Reviews are scored by the share of buyers who leave one, never by their number, and a Store with 10 orders and 10 five-star reviews from new Accounts is flagged. Automated systems scan review text for coordinated patterns (identical phrasing, burst timing, single-Store Accounts).

Self-purchasing: orders placed from the Store Owner's own Account, or paid with the Store Owner's own payment method, are excluded from all score calculations. Review manipulation: coordinated review patterns trigger an automated hold - reviews remain visible but are excluded from score calculation pending investigation.

Score farming: the decay mechanism prevents it. You cannot build a score through a burst of compliant transactions and then switch to bad behaviour. The score reflects rolling behaviour over 180 days, recency-weighted so each event's weight halves every 60 days; because evidence leaves the window, a standing cannot be built in a burst and coasted.

Transparency commitment

The Crest algorithm is published in full at trepup.com/crest - every factor, every weight, every standing band. There is no black box. If you deliver what you promise, respond to your buyers, and follow the rules, you will rise through the standings. The path to Radiant is earned through conduct, not purchased. A Faded or Dark Store cannot use Boost. Distribution is earned through trust. Its daily run is published at trepup.com/crest/status - the time of the last recalculation, the number of Stores recomputed, and the fingerprint of the function running in production - so that the published algorithm is provably the one in use.

Algorithm calibration

Trepup may adjust Crest weights and thresholds based on observed transaction data. Any adjustment to standing bands or their consequences will be communicated 30 days in advance. Adjustments to factor weights within a layer that do not change standing bands take effect immediately and are logged at trepup.com/legal/updates.

Ownership transfer

If the Store Owner changes (through sale, transfer, or any change in the controlling User Actor), the Crest score resets to 500 (Kindled) and the Store displays a 'New ownership' label for 90 days. The previous owner's Crest history is not transferred. The new owner builds their score from the reset point. This prevents reputation laundering.

The Crest certificate

Every Store may present its standing anywhere as a signed certificate - score, band, momentum, verified depth, the Store's Actor id, the time of issue, and a fingerprint of the published function. Anyone may verify a certificate at trepup.com/crest/verify without an Account. The certificate is reissued after every recalculation and revoked on a change of ownership; a revoked or forged certificate is misuse under the acceptable use policy. The certificate carries no personal data of any buyer.

15. Seller obligations

In brief: Accurate listings. Legal products and services. Timely fulfilment. Clear refund policy.

As a seller on Trepup, you are responsible for: the accuracy of your listings (titles, descriptions, prices, images, videos, and audio), the quality and safety of your products and services, compliance with all applicable laws in your jurisdiction (consumer protection, product safety, tax obligations, licensing requirements), fulfilling orders within your stated processing time, communicating with buyers about order status within 48 hours, processing refunds according to your stated policy within 72 hours, maintaining accurate Store information (opening hours, contact details, location), and completing identity verification through Stripe before receiving payments.

Sellers must not list products or services that are prohibited under our Acceptable use policy. Prohibited Listings include 17 categories covering weapons, controlled substances, counterfeit goods, and other items. The full list is published in the Acceptable use policy.

16. Buyer obligations

In brief: Read before you buy. Provide accurate delivery information. Communicate before charging back.

As a buyer on Trepup, you are responsible for: reading listing descriptions, prices, and seller information before completing a purchase, reviewing the seller's Crest score and refund policy before completing a purchase, completing identity verification through Stripe before your first purchase, providing accurate delivery information, paying for items you commit to purchase, communicating with sellers about any issues before initiating chargebacks, and leaving honest reviews that reflect your genuine experience.

17. Reviews

In brief: Genuine reviews only. AI summaries are labelled. Sellers may respond.

Reviews must be based on genuine experience with the product, service, or Store. Only buyers with a completed purchase from the Store may post a review. Fake reviews, paid reviews, and review manipulation are prohibited. Sellers may respond to reviews. Reviews have a maximum of 4,000 characters. Review responses have a maximum of 4,000 characters. A review may be edited for 30 days after posting and deleted at any time; after 30 days its text stands.

Trepup uses AI to generate Store review summaries from individual reviews. AI-generated summaries are clearly labelled and are not editable by the Store Owner. The AI review system is described in the Privacy policy.

18. Store categories

In brief: 33 categories built for how people buy and sell today. Every Store selects one.

Every Store selects a primary category from the 33 categories of the Trepup category taxonomy: 25 product categories and 8 service categories. Products and services are equal in it, and so are wholesale and retail selling. The taxonomy was built by a governed artificial intelligence method rather than by a committee, around how buyers search and sellers list today; each category is benchmarked against the best existing classification for its field, and each maps to the international standards - GS1 GPC, NAICS 2022, and ISIC Rev 4 - so that tax and reporting rules apply correctly. The full list of categories is published in the Acceptable use policy.

The Store category determines the applicable tax code for transactions processed through Stripe Tax. Sellers must select the category that most accurately describes their primary activity. Miscategorised Stores may have their category corrected by Trepup or may be required to update their category before new listings are accepted.

19. Feature availability

In brief: Commerce features are gated by the Store Owner's plan.

Features on Trepup follow the Store Owner's plan, the plan every Member works under. On Free, a Store completes up to 10 orders a month at zero commission; the 11th order in a month requires Pro, and a Store that reaches the limit receives a 30-day Pro trial before the limit applies. Stores that move from Trepup's earlier platform start on Free. The following table summarises the commerce features of each plan.

Feature	Free	Pro	Premium
Listings per Store (products and services, in any mix)	Up to 15	Up to 75	Unlimited
Number of Stores	1	2 (up to 4 with extra Stores)	Unlimited
Completed orders a month	Up to 10	Unlimited	Unlimited
Members per Store	Owner only	Up to 5	Unlimited

Feature	Free	Pro	Premium
Store gallery	No gallery	Up to 50 items	Unlimited
Store email campaigns	No campaigns	1 per month	Unlimited
Analytics	Basic - who is watching	Richer, with 30-day trends	Full, with audience demographics
Go Live	No	No	Yes
Boost impressions	None	10,000 a month	25,000 a month
Boost beyond included impressions	Requires Pro	EUR 1 per 1,000	EUR 1 per 1,000
Scheduled posts	No	Yes	Yes
Seat price	N/A	EUR 18 a Seat a month (EUR 15 billed annually)	EUR 30 a Seat a month (EUR 25 billed annually)
AI Content Assist	Yes	Yes	Yes
AI usage credits	Yes	Yes	Yes
Trep's monthly actions (half until verified)	20	300	1,000
Support	Trep	Trep	Trep

Verified seller: required to receive payments, on every plan - it is not a paid feature of any tier. Identity or entity verification is the floor for moving money on Trepup, on both sides: a Store must be verified to receive payments, and a buyer must be verified to purchase. Verification is always free: you earn it by completing it, and it is never sold, bundled into a plan, or used to raise a Store's Crest standing.

20. Wholesale

In brief: Wholesale pricing for every buyer at the seller's minimum quantity. Same rules as retail.

Wholesale is the seller's price for a larger order, and it is open to every buyer. A seller may set a wholesale price and a minimum order quantity on any product or service; when an order reaches that quantity, every unit is charged at the wholesale price - for a person buying for their household and a Store buying for its own customers alike. No buyer needs approval or trade access, and Trepup does not approve wholesale buyers. Like every buyer on Trepup, a wholesale buyer verifies their identity before paying. The seller decides whether to offer wholesale, sets its price and its minimum order quantity, and may change or withdraw them at any time, as with any price. Wholesale orders are subject to the same payment processing, dispute resolution, and seller obligation rules as retail orders.

For example, a cafe ordering twenty bags of beans from a roastery and a family ordering a year's coffee at once both reach the roastery's minimum quantity, and both pay its wholesale price. A company booking ten training sessions from a coach is priced the same way - services offer wholesale as products do.

21. Intellectual property in listings

In brief: You must have the right to sell what you list. Counterfeit goods are prohibited.

You must have the right to sell any product or service you list. Counterfeit goods, unauthorised reproductions, and listings that infringe the intellectual property rights of others are prohibited. The infringement notice and counter-notice procedures described in the Terms of service apply to commerce listings.

Trepup uses automated systems to detect potentially counterfeit or infringing listings at publication and through periodic scans. Brand owners report suspected counterfeits by emailing legal@trepup.com with the listing link and the trademark or copyright relied on. The report is reviewed by automated systems against the trademark claim and the listing Content. Clear matches are removed immediately. Ambiguous cases hold the listing for 48 hours while the seller is asked to provide proof of authenticity.

22. Ranking and discovery

In brief: Products and services are ranked by relevance, quality, recency, engagement, and paid distribution. Paid placement is always labelled.

Trepup ranks products and services in search results, category pages, and the discovery feed based on the following factors, listed in order of relative importance:

Factor	Description
Relevance	Match between the search query or category and the listing title, description, and category.
Crest score	The seller's Crest standing, as defined in this Policy's Crest section: each standing's search weight, set out in the standings table, multiplies a listing's relevance.
Recency	More recently published or updated listings rank higher, all else being equal.
Engagement	Listings with more views, saves, follows, and purchases rank higher.
Paid distribution (Boost)	Sellers may pay to increase visibility through Boost. Boosted listings are always labelled as boosted.

Trepup does not accept payment for ranking position in organic (non-Boost) search results or category pages. The only paid ranking mechanism is Boost, which is always labelled. This disclosure is provided in accordance with Regulation (EU) 2019/1150.

23. Complaints

In brief: Every Actor, on every plan, may submit complaints about ranking, removals, or restrictions. Free complaint system. 5 working days.

Every Actor, on every plan, may submit complaints about ranking decisions, listing removals, Account restrictions, or any other aspect of their relationship with Trepup through the complaints path on the Trust page (trepup.com/legal/trust), where Trepup also publishes the register of its partners and the agreements behind them. Complaints are first processed by automated systems that classify the issue and provide an immediate response. If the automated response does not

resolve the complaint, or you ask for a person, it is escalated to a person at Trepup within 5 working days. The complaint system is free, open to every Store, and available in accordance with Regulation (EU) 2019/1150.

We respond to seller complaints within 5 working days. Our response will include the specific reasons for the decision in question and, where applicable, the options available to the seller. If a seller complaint cannot be resolved through the internal complaint system, either party may refer the matter to mediation. Trepup identifies the following mediators for the purposes of Regulation (EU) 2019/1150: the Swiss Chambers' Arbitration Institution (SCAI) and the Centre for Effective Dispute Resolution (CEDR).

24. Definitions

In brief: 20 defined terms used throughout this Policy.

Term	Meaning
Boost	Trepup's distribution product across the feed, search and Store discovery: a flat EUR 1 per 1,000 qualified impressions, billed to the card on file as delivered. Always labelled as boosted.
Buyer	Any Actor - a User or a Store - that buys a product or service from a Store.
Category taxonomy	Trepup's 33 Store categories (25 product, 8 service), built by a governed AI method around how people buy and sell today, and mapped to GS1 GPC, ISIC, and NAICS.
Chargeback	A payment reversal initiated by a buyer through their card issuer. Handled by Stripe. Chargebacks reduce the Crest's Layer 1 over the 180-day window: 175 points with no chargebacks, falling to zero at 1% of settled value and to -175 at 2% and worse.
Crest	Trepup's seller trust standing. A published score from 0 to 1,000, recalculated daily from rolling conduct data, rendered as one of six standings: Radiant, Bright, Kindled, Dimming, Faded, Dark.
Crest standing	One of the six Crest levels a Store's score maps to: Radiant, Bright, Kindled, Dimming, Faded, Dark. Brighter is more earned.
GS1 GPC	GS1 Global Product Classification. The international standard for classifying products.
ISIC	International Standard Industrial Classification. The United Nations classification of economic activities.
KYC	Know Your Customer. The legal requirement to verify an account holder's identity before money moves, which Stripe performs for Trepup.
Member	A person a Store Owner invites to work in a Store, through their own Account, with a set of work functions. Each Member is billed to the Store Owner as one Seat; Members never see a bill.
NAICS	North American Industry Classification System. The industry classification used by the governments of the United States, Canada, and Mexico.
PCI DSS	Payment Card Industry Data Security Standard. The card industry's security standard for organisations that handle payment card data.

Term	Meaning
Processing time	The seller-configured window within which an order must be shipped or a service booking confirmed.
SAQ A	Self-Assessment Questionnaire A. PCI DSS validation for merchants that fully outsource card handling.
Seat	One Member's place in a Store, billed to the Store Owner at the owner's plan rate: Pro EUR 18 a Seat a month (EUR 15 billed annually), Premium EUR 30 a Seat a month (EUR 25 billed annually).
Seller	A Store that lists products or services. Only a Store sells on Trepup; its Store Owner is the Account that created it.
Stripe Identity	Stripe's document and selfie verification service. Used to verify buyers, and sellers where an enhanced check is required by transaction volume or Stripe's own risk assessment.
Stripe Radar	Stripe's machine-learning fraud detection system. Screens every transaction to block fraudulent payments.
Stripe Tax	Stripe's automated tax calculation and collection service, used by Trepup for marketplace tax compliance.
Wholesale	The price a seller sets for an order at or above its minimum quantity, open to every buyer, for products and services alike.

25. Changes to this Policy

In brief: 30 days notice before material changes. All changes logged at trepup.com/legal/updates.

We may update this Policy at any time. We will notify you of material changes through the Platform and by email at least 30 days before the changes take effect. Continued use after the effective date constitutes acceptance. All changes are logged at trepup.com/legal/updates.

This Policy is published in English. If this Policy is translated into any other language, the English-language version prevails in the event of any conflict or ambiguity.

26. The buyer record

In brief: Buyers carry a private record of four facts. A Store sees only in good standing or not. Never a score, never public, never Crest.

Crest measures Stores. Buyers carry a separate, private record made of four facts the Platform already holds: purchases completed, disputes resolved without a finding against the buyer, reviews written on completed purchases only, and one identity per Actor. The record is private by default; you may show it on your profile by choice. At checkout and booking a Store reads a two-state result only - in good standing or not - and never the facts behind it. A Store may decline a transaction on that result; it may not use it for any other purpose, store it, or share it. Any refusal made on the record may be appealed within 30 days through the complaints path on the trust page; a person answers within 5 working days. The buyer record is not Crest, carries no score, and is never published by Trepup.

Two promises, each proved by a test the Platform runs on every change. To every Store: standing follows conduct, never payment - no plan, purchase, or fee moves a Crest score. To every buyer:

reviews come from completed purchases only, every buyer and seller is verified before money moves, and a complaint is answered by a person within 5 working days.

27. Contact

In brief: Four email addresses - support, privacy, legal, security. Replies are typically immediate.

Trepup.com AG

Attn: Legal

Poststrasse 30, CH-6300 Zug, Switzerland

CHE-350.031.599

General support: support@trepup.com

Privacy inquiries: privacy@trepup.com

Legal inquiries: legal@trepup.com

Security reports: security@trepup.com

Complaints, trust, and compliance: trepup.com/legal/trust

Trep answers at once. A person is always reachable at these addresses, and you can always have a complaint or appeal decided by a person.

This Policy is effective 1 December 2026.