US TTS Try Risk-Free Customer/Seller Terms and Conditions

Try Risk-Free Customer Terms and Conditions

Effective Date: [INSERT]
Applicable Region: All 50 States and Washington, D.C.
Platform: TikTok Shop US
Service Provider: Seel, Inc. ("Seel") and Bolttech Device Protection Services LLC ("Bolt"), as applicable.

1. Definitions

- **Service Provider:** Refers to the independent third-party entity administering this "Try Risk-Free" program, namely Seel or Bolt.
- **Applicable Service Provider:** Refers to the independent third-party service provider identified on the Try Risk-Free details page for Your applicable purchase, including in the “Provided by” or administration disclosure on that page. This specific provider identified on that page will administer and determine any claim submitted under the applicable Try Risk-Free protection.
- **Sellers:** Refers to sellers on TikTok Shop US who offer products with this program enabled.
- **Buyer and You/Your:** Refers to end consumers purchasing products with the Try Risk-Free badge from participating Seller stores.
- **Eligible Product:** Refers to specific SKUs explicitly marked as participating in the Try Risk-Free program and compliant with these terms.
- **Delivery Date:** The date indicated by the logistics carrier showing that the package has been delivered to the Buyer.
- **Coverage Period:** Thirty (30) consecutive calendar days starting from the Delivery Date (i.e., Delivery Date + 30 days).
- **Low-Dose Trial:** Refers to a state where the Buyer has conducted necessary and limited testing to verify texture, scent, or initial effects. In this state, the product must show no obvious signs of use (e.g., no large-area smearing, scooping causing visible defects, drying out of cream), and the outer packaging (e.g., foundation bottle body, perfume bottle body, lipstick tube, etc.) must remain in good condition.

2. Try Risk-Free Guarantee

2.1 Guarantee or *TikTok Shop US offers this guarantee as follows*: If Your Beauty purchase includes Try Risk-Free protection and You’ re not satisfied for any reason (including but not limited to unsatisfactory texture, scent, or effects) within the Coverage Period, subject to this Guarantee’ s terms and conditions, You may be eligible for a refund up to 30 days from the Eligible Product’ s Delivery Date. The Try Risk-Free Details Page will identify the Applicable Service Provider responsible for administering and determining Your claim. The coverage described in these Terms applies uniformly, regardless of which Applicable Service Provider administers the claim. The Applicable Service Provider shall process the reimbursement (refund) in accordance with these terms and conditions.

2.2 Refund Amount: The refund amount equals the actual amount You paid for the product, subject to a maximum cap of $250.

2.3 Coverage: This program applies exclusively to Low-Dose Trial within the Coverage Period.

3. Exclusions and Limitations of Liability

The following scenarios are NOT covered by the Try Risk-Free program, and the Applicable Service Provider reserves the right to deny claims:

3.1 Seller Liability:

- Product quality issues (e.g., expiration, spoilage, damage, ingredient mismatch).
- Sellers’ failure to ship or incorrect shipment of items.
- Severe damage to the outer or inner packaging rendering the product unsellable (non-logistics related).

Such issues should be resolved directly with the Seller or through TikTok’ s official after-sales channel and do not apply to this Try Risk-Free program.

3.2 Logistics Liability:

- Loss of package, severe crushing/deformation, or contamination caused during transportation.
- Such issues are the responsibility of the logistics carrier and are not covered under this Try Risk-Free program.

3.3 Malicious Acts and Abuse:

- **Intentional Damage:** Buyers intentionally damaging product packaging or fabricating usage marks to get refunds.
- **Abnormal Claims:** Frequent applications for trial refunds by the same Buyer, device, or shipping address, identified by the system as abnormal transactions or professional abuse.

- **Claim Limit:** For different SKUs, each Buyer is subject to a strict limit on the number of Try Risk-Free program payouts. Unlimited claims are not permitted. Once the limit is reached, subsequent orders will not be eligible for this program.

3.4 Other Exclusions:

- Applications submitted after the Coverage Period (on the 31st day post-delivery or later).
- The product has been extensively used, including but not limited to excessive scooping of cream or paste, large-scale pouring of liquid, visible indentation on powder compacts, and clear application marks on lipsticks or lip glazes.
- “Try Risk-Free” products purchased outside of the official TikTok Shop channel.

4. Claims Process and Standards

4.1 Application Portal: Within the Coverage Period, You must submit claims in the **Applicable Service Provider's** claim portal via TikTok Shop.

4.2 Evidence Requirements: To ensure fair assessment, You must upload clear and legible photographic evidence. Both are mandatory:

- **Photo A (Front View):** Must clearly display the product brand logo, specifications, and related information.
- **Photo B (Usage Status):** Must clearly show the remaining volume or usage marks.

Blurry images, obscured key information, or non-real object photos will be deemed invalid, and the claim may be rejected.

4.3 Review and Payout:

- The Applicable Service Provider will complete the review within 1 business day upon receipt of a complete application and photos.
- Upon approval, the refund will be processed to Your selected payment method.
- If the reviewer finds the product does not meet the “Low-Dose Trial” standard or falls under exclusions, the application will be denied. You must then follow standard aftersale procedures or bear the loss.

5. User Conduct

5.1 You agree to provide truthful information during the application and shall not forge photos or conceal the true usage status of the product.

5.2 If fraud is detected (e.g., product swapping, bulk fake orders), the Applicable Service Provider reserves the right to recover any refunded amounts and pursue legal action.

5.3 This service does not constitute a warranty of product quality; product quality issues remain the legal responsibility of the Seller or Manufacturer.

6. Governing Law and Dispute Resolution

6.1 These terms are governed by the federal laws of the United States and relevant laws of the Buyer’ s state.

6.2 Any disputes arising from this service shall first be resolved through friendly negotiation.

6.3 The Applicable Service Provider retains the final right of interpretation of these terms, provided such interpretation does not violate local mandatory laws and regulations.

7. Modifications

The Applicable Service Provider reserves the right to update these terms at any time based on business development or changes in laws and regulations. Updated terms will be published on the TikTok store page or the Applicable Service Provider’ s website and shall take effect immediately upon publication. Continued use of this service constitutes acceptance of the new terms.

SELLER TERMS AND CONDITIONS FOR US **TIKTOK SHOP TRY RISK-FREE PROGRAM**

Effective Date: [Insert]

These Seller Terms and Conditions for **TikTok Shop Try Risk-Free program** ("Seller Terms") are a binding agreement between you ("Seller," "you," or "your") and BD TikTok USA LLC ("TikTok," "we," or "us"). By participating in the US **TikTok Shop Try Risk-Free program** (the "Program") on the TikTok Shop platform, you agree to be bound by these Seller Terms, TikTok's general Terms of Service, TikTok Shop Seller Terms of Service, and all applicable platform policies (collectively, the "Platform Rules"). Capitalized terms not defined herein shall have the meaning set forth in the Platform Rules.

Program Overview

The Program is an optional service powered by Seel or Bolt, designed to increase buyer confidence in purchasing beauty products on TikTok Shop. Once the seller has subscribed, the service automatically attaches protection to qualifying products. Under the Program, buyers are entitled to a full refund of the actual paid amount of the applicable product if they are unsatisfied with the qualified beauty product within 30 calendar days after delivery.

Participating sellers pay a per-order Program Fee for each qualified beauty product sold, and all claims are reviewed and processed by the Claims Administrator (Seel or Bolt). The Program aims

to reduce seller after-sales workload and cost, improve buyer conversion rate, and enhance the overall shopping experience on TikTok Shop.

1. Definitions

1.1 **Program**: The **TikTok Shop Try Risk-Free** Program, a seller-paid optional service that provides eligible buyers with post-trial refund protection for qualifying beauty products purchased from participating sellers on TikTok Shop US.

1.2 **Qualifying Products**: Beauty & Personal Care category products listed by Seller that meet all Program eligibility requirements, including but not limited to: Toners, Skin Care Kits, Serums & Essences, Moisturizers & Mists, Lip Treatments, Facial Sunscreen & Sun Care, Facial Massage Cream, Facial Cleansers, Face Masks, Eye Treatments, Acne Treatments, Skincare, Shaving Foam & Aftershave, Men's Deodorant, Bath & Body Care, Powder, Mascara, Makeup Sets, Makeup Fixing Spray, Lipstick & Lip Gloss, False Eyelashes & Adhesives, Eyeshadow, Eyeliner & Lipliner, Concealer & Foundation, Bronzer & Highlighter, Body Makeup, Blush, BB & CC Creams, Hand & Foot Masks, Hand & Foot Lotions, Creams & Scrubs, Women's Fragrance, Unisex Fragrance, Men's Fragrance, Fragrance Sets, Neck Care, Body Sunscreen, Body Scrubs & Peels, Body Moisturizers, Body Care Sets, Body & Massage Oil, Bath & Shower, Breast Cream/Lotion, Eyebrow Products, Eyelash Curlers, Face Scrubs & Peels, Hair Care, Hair Oils & Treatments, Hair Relaxers, Hair Styling Tools, Hand Sanitizers, Hand Wash, Lash Enhancers & Primers, Makeup, Makeup Base and Primers, Makeup Blenders & Sponges, Makeup Brushes, Makeup Remover, Makeup Tools, Manicure & Pedicure Tools, Mousse & Gel, Mouthwash, Nail Art & Nail Polish, Nail Polish Removers, Nail Treatments, Powder Puffs, Shampoo & Conditioner, Skincare Tools, Toothpastes.

1.3 **Eligible Buyer**: A consumer located in the United States who has purchased a Qualifying Product from Seller on TikTok Shop US, and meets all Program claim eligibility criteria.

1.4 **Protection Period**: The period commencing on the date the Qualifying Product is delivered to the Eligible Buyer, and ending after 30 calendar days after delivery, during which an Eligible Buyer may submit a claim under the Program.

1.5 **Protection Benefit**: The coverage provided to Eligible Buyers under the Program, including full refund of the actual paid amount at the time of product purchase, as specified in the Program rules.

1.6 **Service Fee**: The per-order fee payable by Seller to participate in the Program for each Qualifying Product sold, as specified in the TikTok Shop Seller Center.

1.7 **Claim**: A request submitted by an Eligible Buyer to receive Protection Benefits under the Program.

1.8 **Claims Administrator (or Service Provider)**: The third-party service provider (Seel or Bolt) appointed by TikTok to review and administer Program claims. For the avoidance of doubt, neither Seel nor Bolt is an insurer (and each is an independent service provider); the Program constitutes a service program and not the sale of insurance.

2. Eligibility for Participation

2.1 To participate in the Program, Sellers must:
(a) Be a registered TikTok Shop US seller in good standing;
(b) Sell Qualifying Products as defined in Section 1.2;
(c) Maintain a seller performance rating meeting the minimum requirements specified by TikTok from time to time;
(d) Agree to pay all applicable Service Fees as specified in Section 6;
(e) Comply with all Platform Rules and these Seller Terms.

2.2 TikTok reserves the right to reject Seller's participation application or suspend/terminate participation in the Program at any time, in its sole discretion.

3. Program Enrollment and Opt-Out

3.1 **Enrollment**: Sellers may enroll in the Program via the TikTok Shop Seller Center. Enrollment is effective upon TikTok's approval of the application. Upon enrollment, all the Qualifying Products will be automatically enrolled in the Program.

3.2 **Cancellation of Subscription**

- Sellers may cancel their subscription at any time via the Seller Center.
- If a Seller cancels during a 30-day Rate Change Notice period, they will continue to be charged the previous rate until the cancellation is processed.
- TikTok reserves the right to disqualify or remove a Seller from the Program for suspected fraudulent claims or an unacceptably high frequency of Loss.

3.3 **Re-enrollment**: Sellers may re-enroll in the Program at any time, subject to eligibility review by TikTok.

4. Coverage Scope and Protection Benefits

4.1 For all Qualifying Products sold by a Seller under the Program during the Protection Period, Eligible Buyers are entitled to the following Protection Benefits if they meet all claim eligibility criteria:
(a) Full refund of the actual paid amount at the time of product purchase if the buyer is unsatisfied with the Qualifying Product after trial;
(b) Simplified claim submission and processing via the TikTok Shop order details page.

4.2 The maximum benefit per claim is $250.

5. Coverage Exclusions

5.1 No Protection Benefits will be provided for any Claim that arises from:
(a) Products that are not Qualifying Products as defined in Section 1.2;
(b) Claims submitted after the expiration of the Protection Period;

(c) Damage, defect, or dissatisfaction caused by buyer misuse, abuse, alteration, or improper storage of the product;
(d) Claims submitted by buyers who do not meet Eligible Buyer criteria;
(e) Products purchased for resale, commercial use, or non-personal use;
(f) Fraudulent claims, misrepresentation of facts, or violation of Platform Rules by the buyer or seller;
(g) Product damages caused by accidents, natural disasters, or other force majeure events after delivery to the buyer;
(h) Normal product wear and tear from regular use;
(i) Claims related to product effectiveness that are within the advertised product specifications;
(j) Any pre-existing product allergies or sensitivities that the buyer was aware of prior to purchase.

5.2 TikTok and the Claims Administrator reserve the right to reject any claim that falls within the above exclusions, in their sole discretion.

6. Subscription Fees and Payment Structure

By enrolling, the Seller agrees to the following premium structure:

- **Service Fee Rate**: The subscription fee ("Service Fee") is calculated as a percentage of the actual amount paid (including tax) by the buyer for all Qualifying Products.
- **Initial Promotional Rate**: For the first three (3) months following enrollment (the "Introductory Period"), the subscription fee is fixed at the applicable rate based on the product category of each Qualifying Product, as set forth in the table below. The promotional rate for the Introductory Period may change from time to time at the discretion of TikTok.

first_category_name	second_category_name	third_category_name	service fee
Beauty & Personal Care	Skincare	Toners	
Beauty & Personal Care	Skincare	Skin Care Kits	
Beauty & Personal Care	Skincare	Serums & Essences	
Beauty & Personal Care	Skincare	Moisturizers & Mists	
Beauty & Personal Care	Skincare	Lip Treatments	
Beauty & Personal Care	Skincare	Facial Sunscreen & Sun Care	
Beauty & Personal Care	Skincare	Facial Massage Cream	
Beauty & Personal Care	Skincare	Facial Cleansers	
Beauty & Personal Care	Skincare	Face Masks	
Beauty & Personal Care	Skincare	Eye Treatments	
Beauty & Personal Care	Skincare	Acne Treatments	
Beauty & Personal Care	Men's Care	Skincare	
Beauty & Personal Care	Men's Care	Shaving Foam & Aftershave	
Beauty & Personal Care	Men's Care	Men's Deodorant	
Beauty & Personal Care	Men's Care	Bath & Body Care	
Beauty & Personal Care	Makeup	Powder	
Beauty & Personal Care	Makeup	Mascara	
Beauty & Personal Care	Makeup	Makeup Sets	
Beauty & Personal Care	Makeup	Makeup Fixing Spray	
Beauty & Personal Care	Makeup	Lipstick & Lip Gloss	
Beauty & Personal Care	Makeup	False Eyelashes & Adhesives	
Beauty & Personal Care	Makeup	Eyeshadow	
Beauty & Personal Care	Makeup	Eyeliner & Lipliner	
Beauty & Personal Care	Makeup	Concealer & Foundation	
Beauty & Personal Care	Makeup	Bronzer & Highlighter	
Beauty & Personal Care	Makeup	Body Makeup	
Beauty & Personal Care	Makeup	Blush	
Beauty & Personal Care	Makeup	BB & CC Creams	
Beauty & Personal Care	Hand, Foot & Nail Care	Hand & Foot Masks	
Beauty & Personal Care	Hand, Foot & Nail Care	Hand & Foot Lotions, Creams	
Beauty & Personal Care	Fragrance	Women's Fragrance	
Beauty & Personal Care	Fragrance	Unisex Fragrance	
Beauty & Personal Care	Fragrance	Men's Fragrance	
Beauty & Personal Care	Fragrance	Fragrance Sets	
Beauty & Personal Care	Bath & Body Care	Neck Care	
Beauty & Personal Care	Bath & Body Care	Body Sunscreen	

Beauty & Personal Care	Bath & Body Care	Body Scrubs & Peels	
Beauty & Personal Care	Bath & Body Care	Body Moisturizers	
Beauty & Personal Care	Bath & Body Care	Body Care Sets	
Beauty & Personal Care	Bath & Body Care	Body & Massage Oil	
Beauty & Personal Care	Bath & Body Care	Bath & Shower	
Beauty & Personal Care	Bath & Body Care	Breast Cream/Lotion	
Beauty & Personal Care	Makeup	Eyebrow Products	
Beauty & Personal Care	Makeup	Eyelash Curlers	
Beauty & Personal Care	Skincare	Face Scrubs & Peels	
Beauty & Personal Care	Men's Care	Hair Care	
Beauty & Personal Care	Haircare & Styling	Hair Oils & Treatments	
Beauty & Personal Care	Haircare & Styling	Hair Relaxers	
Beauty & Personal Care	Haircare & Styling	Hair Styling Tools	
Beauty & Personal Care	Hand, Foot & Nail Care	Hand Sanitizers	
Beauty & Personal Care	Hand, Foot & Nail Care	Hand Wash	
Beauty & Personal Care	Makeup	Lash Enhancers & Primers	
Beauty & Personal Care	Men's Care	Makeup	
Beauty & Personal Care	Makeup	Makeup Base and Primers	
Beauty & Personal Care	Makeup	Makeup Blenders & Sponges	
Beauty & Personal Care	Makeup	Makeup Brushes	
Beauty & Personal Care	Makeup	Makeup Remover	
Beauty & Personal Care	Makeup	Makeup Tools	
Beauty & Personal Care	Hand, Foot & Nail Care	Manicure & Pedicure Tools	
Beauty & Personal Care	Haircare & Styling	Mousse & Gel	
Beauty & Personal Care	Nasal & Oral Care	Mouthwash	
Beauty & Personal Care	Hand, Foot & Nail Care	Nail Art & Nail Polish	
Beauty & Personal Care	Hand, Foot & Nail Care	Nail Polish Removers	
Beauty & Personal Care	Hand, Foot & Nail Care	Nail Treatments	
Beauty & Personal Care	Makeup	Powder Puffs	
Beauty & Personal Care	Haircare & Styling	Shampoo & Conditioner	
Beauty & Personal Care	Skincare	Skincare Tools	
Beauty & Personal Care	Nasal & Oral Care	Toothpastes	

- **Performance-Based Adjustments**: Following the Introductory Period, the service fee is subject to recalibration based on the Seller’ s specific risk profile, including the number and frequency of claims made against the Program.

- **Notice of Rate Change**: TikTok will communicate any new percentage cost to the Seller at least thirty (30) days prior to implementation of the new rate.
- **Billing:** The Service Fee is automatically deducted at the time the Qualifying Product is delivered to the Buyer, even if the Seller is no longer participating in the Program at the delivery time. The Service Fee is non-refundable and will be reflected in the Seller's settlement account. The Service Fee will be automatically deducted from the participating Seller's Account Balance.

7. Claim Processing

7.1 Eligible Buyers will submit Claims on the Claims Administrator's portal via the TikTok Shop order details page, and the Claims Administrator will review and process them.

7.2 The Claims Administrator's decision on all Claims is final. TikTok does not have authority to override Claim decisions made by the Claims Administrator.

7.3 Approved Protection Benefits will be disbursed directly to the Eligible Buyer by the Claims Administrator, as applicable. Seller will not be required to issue refunds directly to buyers for approved Claims.

8. Seller Responsibilities and Obligations

8.1 Seller shall:
(a) Accurately disclose all product information, ingredients, usage instructions, and potential allergic reactions on your product listing pages;
(b) Ensure all Qualifying Products comply with all applicable laws, regulations, and safety standards in the United States;
(c) Honor all Seller terms and not make any misrepresentations about the Program benefits to buyers;
(d) Cooperate with TikTok and the Claims Administrator in any Claim investigation, and provide all requested information in a timely manner;
(e) Maintain accurate records of all Qualifying Product sales for at least 12 months after the order date;
(f) Comply with all Platform Rules and any additional Program requirements specified by TikTok from time to time.

8.2 Failure to comply with any of the above obligations may result in suspension or termination of your participation in the Program, and/or deduction of related losses from your seller account balance.

9. TikTok Rights

9.1 TikTok reserves the right to:
(a) Modify, update, or discontinue the Program, or any part of it, at any time, with 30 calendar days prior written notice to participating sellers;

(b) Audit your participation in the Program and your compliance with these Seller Terms at any time;
(c) Suspend or terminate your participation in the Program immediately if you violate any of these Seller Terms or Platform Rules;
(d) Adjust the Program Fee rate, coverage scope, benefit terms, and eligibility criteria from time to time, with prior notice as required by applicable law.

10. Modification to Terms

10.1 TikTok may modify these Seller Terms at any time. We will notify you of any material changes via the TikTok Shop Seller Center with reasonable advance notice before the changes take effect.

10.2 Your continued participation in the Program after the effective date of the modified terms constitutes your acceptance of the modified Seller Terms. If you do not agree to the modified terms, you may opt out of the Program as specified in Section 3.2.

11. Termination

11.1 These Seller Terms will remain in effect for as long as you participate in the Program, unless terminated earlier in accordance with this Section.

11.2 TikTok may terminate these Seller Terms for any reason by providing 30 calendar days written notice to the other party.

11.3 TikTok may terminate these Seller Terms immediately, without notice, if you:
(a) Breach any material provision of these Seller Terms or Platform Rules;
(b) Become insolvent, file for bankruptcy, or have your business operations dissolved;
(c) Engage in any fraudulent, deceptive, or illegal activity related to the Program;
(d) Fail to pay any Service Fees when due.

11.4 Termination of these Seller Terms does not relieve you of any obligations incurred prior to the termination date, including payment of all outstanding Service Fees and compliance with Claim processing requirements for orders placed before the termination date.

12. General Provisions

These Seller Terms are governed by the same General Provisions set forth in TikTok's TikTok Seller Terms of Service, including dispute resolution, arbitration clauses, and any other related legal provisions.