

General Terms of Service

Last Updated: May 18, 2026

These General Terms of Service ("Terms") constitute a legally binding agreement between you ("User," "you," or "your") and BotHop.com ("BotHop," "we," "us," or "our") governing your access to and use of the BotHop website (<https://bothop.com>), mobile applications, and any related services (collectively, the "Platform").

By accessing or using the Platform, you agree to comply with and be bound by these Terms. If you do not agree to these Terms, you may not access or use the Platform.

1. Description of Services

BotHop.com provides a compliance-first logistics network and marketplace that connects verified travelers, couriers, businesses, and consumers for same-day and cross-border delivery services. Our Platform facilitates the conversion of existing movement into a tracked, auditable logistics layer for urgent international shipments. Key features include AI-assisted customs screening with human oversight, identity verification, airport-enabled workflows, and escrow-protected payments via Stripe.

2. Nature of the Platform (BotHop as a Connector)

2.1 Platform Role. BotHop.com is a technology platform that enables introductions, communications, workflow tooling, and payment facilitation between:

- parties requiring delivery ("Senders"); and
- parties offering to transport items ("Couriers" and/or "Travelers").

2.2 No Carrier Relationship; No Possession of Goods. Unless explicitly stated otherwise in a separate written agreement signed by BotHop, BotHop is not a common carrier, freight forwarder, broker, or logistics provider. BotHop does not take possession, custody, or control of items, and does not operate vehicles or aircraft. Couriers/Travelers are not employees, agents, or representatives of BotHop.

2.3 Third-Party Performance. Delivery services are performed by independent third parties (Couriers/Travelers). BotHop does not guarantee acceptance of any shipment, any itinerary, any delivery time, or the conduct of any User. Any estimated times, routes, and tracking updates are informational.

2.4 User-to-User Agreements. The Sender and Courier/Traveler are solely responsible for agreeing on shipment details, including permitted contents, handoff method, timeline, required documentation, and any special handling instructions, subject to these Terms and the Platform's compliance requirements.

3. User Eligibility, Account Registration, and Platform Usage

3.1 Eligibility. To use the Platform, you must be at least 18 years old and capable of forming legally binding contracts. If you use the Platform on behalf of a business or other entity, you represent you have authority to bind that entity.

3.2 Account Registration. You agree to:

- Provide accurate, current, and complete information during the registration process.
- Maintain the security of your account credentials and not share your account.
- Promptly update your account information to keep it accurate.
- Undergo identity verification as required by BotHop's compliance protocols.

3.3 Acceptable Use. You agree not to:

- misuse the Platform, interfere with its operation, or attempt to access non-public areas;
- use the Platform for unlawful, fraudulent, or misleading activity;
- circumvent Platform workflows (including identity checks, compliance checks, or escrow) where required by the Platform for a shipment or transaction; or
- harass, threaten, or discriminate against other Users.

3.4 Communications. You consent to receive transactional communications from BotHop (e.g., verification notices, delivery status, compliance requests, and dispute communications) by email, SMS, in-app notifications, or other means you provide, subject to applicable law.

4. Identity Verification and Trust & Safety

4.1 Verification Requirements. BotHop may require identity verification (including government-issued identification, selfie/biometric matching, address confirmation, business verification, and/or other checks) for Senders, Couriers/Travelers, and recipients as applicable.

4.2 Ongoing Monitoring. BotHop may re-verify Users, conduct ongoing risk checks, and request additional information at any time (including before, during, or after a shipment) to support compliance, safety, fraud prevention, and Platform integrity.

4.3 Refusal, Suspension, and Removal. BotHop may refuse service, block certain transactions, suspend accounts, or remove listings/shipments if verification cannot be completed, information appears inaccurate, or risk/compliance thresholds are not met.

4.4 Accuracy and Authority. You represent that all verification information you provide is truthful and that you are authorized to use any documents you submit.

5. Compliance and AI-Assisted Customs Screening

BotHop prioritizes regulatory compliance. **5.1 AI Screening (Decision Support).** All shipments are subject to AI-assisted customs screening and compliance checks, which may include automated risk scoring based on item descriptions, routes, jurisdictions, parties, and other signals. You agree to provide detailed and accurate descriptions, declared values, and supporting documentation for all items being transported.

5.2 Human Oversight. BotHop reserves the right to perform human oversight and manual reviews/audits of shipment data. BotHop may request additional information, modify workflow requirements, or require proof of lawful ownership and origin.

5.3 No Legal Advice; No Guarantee of Clearance. Screening results are not legal advice and do not guarantee that an item will be accepted by any carrier, airport authority, customs authority, or other government agency, nor that it will clear customs.

5.4 Customs and Duties. Senders and Travelers are responsible for ensuring that items comply with all international, national, state, and local laws, including export controls and sanctions where applicable. Unless otherwise stated in the shipment terms, Senders are responsible for all applicable customs duties, taxes, penalties, storage fees, and governmental charges.

5.5 Stops and Holds. BotHop or a Courier/Traveler may refuse, stop, or hold a shipment if required by law, requested by authorities, or if a compliance/safety concern arises. Where permitted, BotHop may cancel the transaction and handle funds in accordance with Section 7 (Payment and Escrow) and any applicable policy.

6. Prohibited Items

Users are strictly prohibited from utilizing the Platform to transport:

- Illegal drugs or controlled substances.
- Hazardous materials, explosives, or flammable items.
- Weapons, ammunition, or weapon parts (unless explicitly permitted in writing by BotHop and compliant with all applicable laws and carrier/airport rules).
- Currency, bullion, gift cards, or negotiable instruments.
- Counterfeit goods.
- Stolen items or items subject to liens or unlawful transfer.
- Any items prohibited by the laws of the country of origin, transit, or destination, including items restricted by sanctions/export controls.
- Perishable goods (unless specifically authorized by a specialized service tier).

7. Payment and Stripe Escrow

BotHop utilizes Stripe and its affiliates/service providers for payment processing and escrow-like payment holding (where available) to enhance trust and accountability.

7.1 Authorization. By using the payment features, you authorize BotHop and Stripe to process payments, hold and disburse funds, and share information as necessary to provide the payment services, prevent fraud, and comply with law. Your use of Stripe is subject to Stripe's applicable terms.

7.2 Funds Holding and Release. Payments made by Senders may be held pending completion of delivery confirmation and satisfaction of pre-defined milestones or acceptance criteria (e.g., proof of

handoff, tracking events, recipient confirmation). BotHop may require additional confirmation where risk signals, disputes, or compliance issues exist.

7.3 Fees and Pricing. BotHop charges service fees for facilitating the connection, workflow tooling, trust & safety measures, and compliance oversight. Fees, payout amounts, and any applicable taxes are disclosed at the time of the transaction.

7.4 Chargebacks and Reversals. If a payment is reversed, charged back, or otherwise clawed back, you agree to cooperate with the investigation and reimburse BotHop for amounts owed, to the extent permitted by law and the payment provider's rules.

7.5 Cancellations and Refunds. Cancellations and refunds are subject to BotHop's specific Refund and Cancellation Policy in effect at the time of the transaction, as well as any required payment-provider rules.

8. User Obligations (Senders; Couriers/Travelers; Recipients)

8.1 Senders. Senders must:

- ensure items are safely packaged, legal, and accurately described (including value and quantity);
- provide required documentation (invoices, permits, authorizations, customs forms) and respond promptly to compliance requests; and
- ensure recipients are available for delivery and any ID checks or handoff requirements.

8.2 Couriers/Travelers. Couriers/Travelers must:

- complete required verification and follow airport-enabled workflows and compliance steps;
- maintain the security of items in their possession and use reasonable care during transport;
- comply with all applicable laws, airport/airline rules, and customs requirements;
- not open packages except as required by law, safety, or Platform workflow; and
- provide accurate status updates and delivery evidence as required.

8.3 Recipients. Where applicable, recipients must cooperate with identity checks and delivery confirmation steps.

8.4 Handoffs. Users must follow the Platform's handoff protocols and may not request or perform unsafe or unlawful handoffs.

9. Dispute Resolution (Between Users) and BotHop Support

9.1 Good-Faith Resolution. Senders and Couriers/Travelers agree to attempt to resolve disputes in good faith using the Platform's dispute tools before escalating.

9.2 Dispute Window; Evidence. Disputes must be submitted within the timeframe shown in the Platform or, if not specified, within a reasonable time after the relevant event. Users must provide requested evidence (e.g., photos, receipts, messages, tracking, and customs paperwork).

9.3 BotHop's Role in Disputes. BotHop is not a party to User-to-User agreements and does not guarantee outcomes. However, BotHop may facilitate communications, review evidence, and make administrative decisions about Platform actions and the handling of funds held through Stripe (including pausing, releasing, or refunding amounts) consistent with these Terms, applicable policies, and payment-provider rules.

9.4 Authority Requests. If a dispute involves alleged illegality, theft, contraband, or law-enforcement inquiries, BotHop may suspend accounts and cooperate with authorities as required by law.

10. Limitation of Liability

To the maximum extent permitted by law, BotHop shall not be liable for any indirect, incidental, special, consequential, or punitive damages, or any loss of profits or revenues, whether incurred directly or indirectly, or any loss of data, use, goodwill, or other intangible losses, resulting from:

- Your use of or inability to use the Platform.
- The conduct or goods of any third party on the Platform, including any defamatory, offensive, or illegal conduct of other Users.
- The loss, damage, or delay of any shipment.

11. Indemnification

You agree to indemnify and hold harmless BotHop, its officers, directors, employees, and agents from and against any claims, liabilities, damages, losses, and expenses, including reasonable legal fees, arising out of or in any way connected with your access to or use of the Platform, your violation of these Terms, or your violation of any third-party rights or applicable laws.

12. Intellectual Property

All content, trademarks, logos, and software associated with the Platform are the property of BotHop.com or its licensors. You are granted a limited, non-exclusive, non-transferable license to access the Platform for its intended business purposes.

13. Termination

BotHop reserves the right to suspend or terminate your account and access to the Platform at our sole discretion, without notice, for conduct that we believe violates these Terms or is harmful to other Users, BotHop, or third parties, or for any other reason.

14. Governing Law and Dispute Resolution (Legal Claims)

These Terms shall be governed by and construed in accordance with the laws of the jurisdiction in which BotHop.com is registered, without regard to its conflict of law principles. Any disputes arising out of or relating to these Terms shall be resolved through binding arbitration or in the small claims courts of said jurisdiction.

13. Modifications to Terms

BotHop reserves the right to modify these Terms at any time. We will notify Users of any material changes by posting the updated Terms on the Platform. Your continued use of the Platform after such changes constitutes your acceptance of the new Terms.

14. Contact Information

If you have any questions regarding these Terms, please contact us at: **Email:** legal@bothop.com
Website: <https://bothop.com>