

Terms of Service

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These Terms of Service (the “Terms”) govern access to and use of the Sukkar platform (the “Platform”), operated by Sukkar, a company registered in the Hashemite Kingdom of Jordan (“we”, “us”). By registering an account or using the Platform, you agree to these Terms on behalf of the legal entity you represent.

1. Definitions

- **Buyer:** a legal entity registered on the Platform to source goods or services, including creating RFQs, evaluating quotes, and awarding suppliers.
- **Supplier:** a legal entity registered on the Platform to receive RFQs and submit quotes.
- **User:** any individual accessing the Platform on behalf of a Buyer or Supplier.
- **RFQ:** a request for quotation issued by a Buyer through the Platform.
- **Quote:** a supplier’s response to an RFQ submitted through the Platform.
- **Award:** a Buyer’s selection of a Quote through the Platform.
- **Verification:** review by Sukkar of a Supplier’s registration information and documents, granting “Verified” status on the Platform.
- **Group:** two or more affiliated Buyer entities for which group visibility features have been enabled at their request.
- **ERP Integration:** the optional connection between the Platform and a Buyer’s enterprise resource planning system.
- **Unclaimed Supplier Record:** a private record held by a Buyer about a company that has not registered on the Platform, created from data the Buyer provides (by file import or manual entry).

2. The Platform’s role

2.1. Sukkar provides a sourcing platform through which Buyers and Suppliers find each other, exchange RFQs and Quotes, and record awards. **Sukkar is not a party to any transaction between a Buyer and a Supplier.**

Purchase orders, contracts, deliveries, invoices, and payments between Buyers and Suppliers take place outside the Platform and are solely the responsibility of the parties concerned.

2.2. Sukkar does not act as agent, broker, or representative of any Buyer or Supplier, does not guarantee that any RFQ will receive quotes, that any Quote will be accepted, or that any awarded transaction will be performed, and does not endorse any User.

2.3. Verification means only that Sukkar has reviewed the documents a Supplier submitted at the time of review. **Verification is not a guarantee of the Supplier's identity, solvency, capability, or performance**, and Buyers remain responsible for their own due diligence.

3. Accounts and registration

3.1. The Platform is for business use only. Each account must be created by an individual authorized to act for the legal entity concerned, and registration information must be complete and accurate and kept up to date.

3.2. **One account per legal entity.** Each Buyer or Supplier account corresponds to exactly one legal entity, identified by its commercial registration and tax numbers. Separate legal entities — including affiliates within the same group — require separate accounts. Registering with false, misleading, or borrowed identity information is a material breach of these Terms.

3.3. A company may hold both a Buyer account and a Supplier account, but the accounts remain separate.

3.4. Supplier accounts are created only by the Supplier's own self-registration. No Buyer may create, operate, or accept these Terms on behalf of a Supplier.

3.5. Users are responsible for safeguarding credentials and for all activity under their accounts. Notify us without delay of any suspected unauthorized access.

4. Buyer-specific terms

4.1. **Imported vendor data.** Buyers may upload information about their existing vendors (including company details and the business contact details of individuals) to create Unclaimed Supplier Records. The Buyer warrants that it holds this information lawfully and has the right to provide it to Sukkar for the purposes described in these Terms and the Privacy Policy. The Buyer — not Sukkar — determines which vendors to upload and which to invite.

4.2. Invitations. Registration invitations and RFQ invitations to unregistered companies are sent by the Platform at the Buyer's direction. The Buyer is responsible for having an appropriate business relationship or basis to approach the invited company.

4.3. ERP Integration. Where a Buyer enables ERP Integration, the Buyer authorizes Sukkar to (a) read supplier records in the Buyer's ERP for search and comparison, (b) create supplier records in the ERP as configured by the Buyer, and (c) update supplier profile fields in the ERP for suppliers the Buyer has placed under synchronization. Sukkar will not read or write financial fields (such as payment terms or account balances) and will not modify the ERP's structure. The Buyer is responsible for its ERP system, including access credentials it provides, its ERP's replication configuration, and its own backups.

4.4. Buyer-private information. Internal notes, spend data, ERP vendor numbers, and comparison data recorded by a Buyer are private to that Buyer (and, where group visibility applies, shared only to the extent described in Section 6) and are not disclosed to Suppliers or other Buyers.

5. Supplier-specific terms

5.1. Suppliers are responsible for the accuracy and currency of their profile, categories, and documents. Documents submitted for Verification must be authentic and current.

5.2. When a Supplier is granted Verified status, its business profile becomes visible to Buyers on the Platform as described in the Privacy Policy. A Supplier registered through a specific Buyer's invitation and not yet verified is visible only to that Buyer.

5.3. A Quote submitted through the Platform is an offer to the issuing Buyer on the terms it contains. Whether and how a binding contract is formed upon award is a matter between the Buyer and the Supplier and their applicable terms; Sukkar records the events but is not a party to them.

5.4. The Platform computes and displays performance information about Suppliers (such as response rates, RFQ history, and awarded categories) from Platform activity. Suppliers consent to the computation and display of such information to Buyers in accordance with the Privacy Policy.

6. Corporate groups

6.1. At the request of affiliated Buyer entities, Sukkar may enable group visibility, under which the entities in the Group can see each other's supplier lists, transaction history, and invitation status, as further described in the Privacy Policy. Vendor numbers, internal notes, and spend data are never shared between Group entities.

6.2. Each entity in a Group remains a separate party to these Terms, with its own account, its own supplier relationships, and its own responsibility. A connection accepted by a Supplier with one Group entity does not extend to any other entity.

7. Acceptable use

Users must not:

- register or operate an account under a false identity or for an entity they are not authorized to represent, or submit forged, altered, or misleading documents;
- create or attempt to create multiple accounts for the same legal entity, or re-register an entity under a different identity to evade blocking, poor performance history, or these Terms;
- use data obtained through the Platform (including supplier directory information and contact details) for purposes unrelated to sourcing through the Platform, including unsolicited marketing;
- conduct or attempt transactions designed to circumvent the Platform where they originated on the Platform, in violation of any applicable fee terms in Section 9;
- interfere with the Platform's operation, probe or test its security without authorization, scrape it, reverse engineer it, or access another User's data;
- use the messaging features for unlawful, defamatory, or harassing content, or for offers of inducements intended to corrupt a procurement process;
- upload malicious code or content that infringes third-party rights.

Sukkar may investigate suspected violations and take the measures in Section 11.

8. Data protection

8.1. Sukkar processes personal data as described in the **Sukkar Privacy Policy**, which forms part of these Terms.

8.2. For data that a Buyer provides about its vendors and for ERP Integration data, the Buyer is the party that determines the purposes of the processing, and Sukkar processes such data on the Buyer's documented instructions as described in the Privacy Policy.

9. Fees

Fees, if any, are set out in the applicable order form or agreement between Sukkar and the User. Supplier registration on the Platform is free of charge.

10. Intellectual property

10.1. The Platform, including its software, design, and content provided by Sukkar, is owned by Sukkar or its licensors. Users receive a limited, non-exclusive, non-transferable right to use the Platform for their internal business purposes during the term of their account.

10.2. Users retain rights in the content they submit (profiles, RFQs, quotes, documents, messages) and grant Sukkar a non-exclusive license to host, process, display, and transmit that content as necessary to operate the Platform and as described in the Privacy Policy, including the computation of aggregated, non-identifying statistics.

11. Suspension and termination

11.1. Sukkar may suspend or restrict an account, remove content, or terminate an account for material breach of these Terms, suspected fraud, legal requirement, or serious risk to the Platform or its Users. Where reasonable, Sukkar will give notice and an opportunity to remedy.

11.2. Users may close their accounts at any time. Closure does not affect transactions already concluded between Buyers and Suppliers.

11.3. Upon account closure, the User may request an export of its own data within a reasonable period. Sukkar retains records after closure only as described in the Privacy Policy (including audit trails and reference numbers, which are retained permanently in anonymized or minimal form for the integrity of other Users' records) and as required by law.

12. Warranties and liability

12.1. The Platform is provided "as is" and "as available". To the maximum extent permitted by Jordanian law, Sukkar disclaims implied warranties, including fitness for a particular purpose, and does not warrant uninterrupted or error-free operation.

12.2. **Sukkar is not liable for the acts, omissions, solvency, or performance of any Buyer or Supplier**, for the content Users submit (including the accuracy of quotes and profiles), or for transactions concluded outside the Platform.

12.3. To the maximum extent permitted by law, Sukkar's aggregate liability to a User for all claims in any twelve-month period shall not exceed the fees paid by that User to Sukkar in that period, and Sukkar shall not be liable for indirect or consequential losses, loss of profit, or loss of data (beyond restoration from available backups). Nothing in these Terms excludes liability that cannot be excluded under Jordanian law, including for fraud or gross negligence.

12.4. Each User shall indemnify Sukkar against third-party claims arising from that User's breach of these Terms, its content, or its violation of applicable law, including claims by individuals whose data a Buyer uploaded without a lawful basis.

13. Governing law and disputes

13.1. These Terms are governed by the laws of the Hashemite Kingdom of Jordan.

13.2. Any dispute arising out of or in connection with these Terms or the Platform shall be subject to the exclusive jurisdiction of the courts of Amman, Jordan.

14. General

14.1. **Amendments.** Sukkar may amend these Terms by giving registered Users reasonable notice through the Platform or by email. Continued use after the effective date constitutes acceptance. Amendments affecting fees or materially reducing Users' rights do not apply retroactively.

14.2. **Notices.** Notices to Users are given through the Platform or to the account email address. Notices to Sukkar shall be sent to the contact address published on the Platform.

14.3. **Assignment.** Users may not assign their rights under these Terms without Sukkar's consent. Sukkar may assign to an affiliate or in connection with a merger or sale, with notice.

14.4. **Force majeure.** Neither party is liable for failure caused by events beyond its reasonable control.

14.5. **Severability.** If a provision is held invalid, the remainder continues in effect.

14.6. **Entire agreement.** These Terms, the Privacy Policy, and any written order form between Sukkar and a User constitute the entire agreement. In case of conflict, a signed order form prevails.

14.7. **Language.** These Terms are drafted in English.