Seller Terms

Last updated 25 November 2026 · Operated by Synvora Labs LLC · privacy@k00l.app

Effective 25 November 2026, version 1.0. These Seller Terms apply when you open a shop on Kool and sell to other people. They add to the Terms of Service. Where the two differ on selling, these Seller Terms apply. Kool is operated by Synvora Labs LLC, 8 The Green, Ste R, Dover, DE 19901, United States.

1. Your shop

You can open a shop once your Kool account is in good standing. You are the seller of everything in your shop. Kool is not the seller, does not own your stock and is not a party to the sale between you and your buyer.

You are responsible for:

- describing each item honestly, with its real condition, size and price;
- only selling items you are allowed to sell, following the Acceptable Use Policy;
- sending each order on time and packing it so it arrives in the condition described;
- the taxes and duties that apply to your sales, unless Kool tells you in the app that it collects a tax for you.

2. Getting paid

Payments are handled by Stripe. To sell, you connect a Stripe account from Settings > Earnings and accept the Stripe Connected Account Agreement. Buyers pay into your Stripe account, and Stripe pays you out on its own schedule.

Kool takes a platform fee on each order of 4.8% of the item price after any discount (never on delivery or on tax you collect), collected by Stripe at the moment of payment. When a buyer chooses Kool delivery, the delivery charge they pay is collected the same way and covers the shipping label Kool buys for that order.

You are responsible for disputes and chargebacks on your orders, including the fees Stripe charges for them.

3. Kool delivery

If you turn on Kool delivery, buyers can choose a carrier and pay for delivery at checkout. When you buy the label from your order, Kool buys it from the carrier on your behalf and the delivery charge the buyer paid covers it.

- You must post the parcel from the address in your Shipping settings, or book the carrier's collection in the app.
- Once the carrier has scanned the parcel, the label is used. If you then refund the order, the delivery charge is not refunded to the buyer, and Kool keeps the part of its fee that paid for the label.
- If you cancel a label before the carrier scans it, Kool asks the carrier to void it.

Orders placed without a delivery quote are yours to post by your own means, at your own cost.

4. Returns

4.1 Who pays for return shipping

In your shop's Returns settings you choose who pays for the return label: the buyer (the default) or you (free returns). The choice in force when a buyer asks for a return applies to that return.

4.2 Asking for and approving a return

A buyer can ask for a return on an order delivered with a Kool label, within your shop's return window (30 days unless you set another, and never more than 90). You approve or decline each request yourself. If you decline, tell the buyer why. A buyer cannot withdraw a request once it is sent, so if a buyer asked for a return by mistake, decline it.

4.3 The return label and your consent to the debit

When you approve a return, Kool buys a return label from the buyer's address to your ship-from address, choosing the cheapest suitable carrier you allow.

By approving a return, you authorize Kool to take the cost of that return label from your Stripe balance. Kool does this through Stripe as a debit from your connected account, in your account's currency, for exactly the price the carrier charged Kool. You can see the amount on the return in your orders.

If the buyer pays for return shipping, you recover that cost when you refund: the refund Kool suggests is the goods not yet refunded, less the return label.

If Stripe cannot take the debit (for example because your balance is too low), the amount stays owed to Kool. Kool may take it from your later Stripe balance, or ask you to pay it, and may pause Kool delivery and returns for your shop until it is settled.

4.4 Refunding a returned order

When the carrier shows the parcel as delivered back to you, refund the buyer from the order. The delivery charge of the original order is not refundable once the parcel was scanned (section 3).

5. Buyer's legal rights

Nothing in these Seller Terms limits the rights a buyer has under the consumer law of their country. If that law gives the buyer a longer return period or a right to a refund, you must honour it.

6. Suspension and closing a shop

Kool may pause or close a shop that breaks these Seller Terms or the Terms of Service, or that puts buyers at risk. Orders already paid still have to be sent or refunded, and amounts owed under section 4.3 remain owed.

You can stop selling at any time by unpublishing your items. Open orders and returns still have to be settled.

7. Changes

We may change these Seller Terms. We will tell you in the app or by email at least 15 days before a change that reduces your rights takes effect. If you keep selling after that, the new terms apply.

8. Contact

Questions about these Seller Terms: legal@k00l.app.