



Seller Payments Terms v1.0

Payment Terms – Xhawi

Sellers are paid on the 15th and 30th of each month for orders delivered at least 16 days prior to the payment date. This 16-day period calculation allows buyers time to inspect the ordered products and issue refunds if necessary.

Payment Calculation and Schedule:

1. **Payment Days:** Xhawi processes payments on the 15th and the 30th of each month.
2. **Payouts be after deduction** of commissions and charges.
3. **Payment calculation Period:** Payments are calculated 16 days after the customer has received the product delivery.
4. **Delay in Payment:** In certain situations, sellers may experience a delay in receiving payment beyond the standard payout period. This delay can occur due to factors like disputes on returns, delayed seller approval of returns, pick-up location Salalah, delivery delays due to unforeseen circumstances etc.
5. **Transfer Processing Time:** Funds can take 3-5 business days to be visible in the seller's bank account after the initiation of the transfer.

Additional Notes:

- Xhawi may hold back all or part of your payment for more than 14 days as an “account level reserve” to cover potential refunds or disputes.
- Xhawi will deduct any outstanding fees owed by seller or leveraged by XHAWI as referred to in “Xhawi seller Terms and Conditions”

By adhering to these payment terms, Xhawi ensures a reliable and systematic approach to processing seller payments, allowing sufficient time for customers to inspect their purchases and manage returns or refunds efficiently.