WareVerseHub Terms of Service

September 2026

These Terms of Service ("Terms") govern your use of the WareVerseHub platform ("WareVerseHub," "we," "us") operated by WareVerseHub, a company incorporated in Hong Kong. By creating an account or using the platform you agree to these Terms. If you do not agree, do not use the platform.

1. WHAT WAREVERSEHUB DOES

WareVerseHub is an online marketplace that matches businesses that need warehouse storage ("customers") with warehouse operators that list facilities ("providers"). Customers can search for approved listings, request a quote, or make an instant booking where the provider has published live rates and capacity is available.

WareVerseHub is not the warehouse operator and is not a party to the storage arrangement between customer and provider. We provide the marketplace, account and listing review, booking and payment tools, and dispute support. The provider is responsible for the facility, the storage service, and the accuracy of the listing. The customer is responsible for confirming that the facility and storage type suit the goods.

2. ELIGIBILITY & ACCOUNTS

You must be at least 18 years old and able to form a binding contract under Hong Kong law. If you use the platform for a company, you confirm that you are authorised to bind that company.

Customers and providers must create an account, verify their email, and provide accurate company information, including incorporation documents where we ask for them. A customer account must be approved before the customer can request a quote or complete a booking. A provider must hold an active subscription and submit each facility for review. Customers can find and book a facility only after we approve that facility.

You are responsible for the accuracy of information you provide and for all activity under your account. Notify us promptly at support@wareversehub.com if you suspect unauthorised access. We may refuse, suspend, or close an account that is incomplete, inaccurate, or used in breach of these Terms.

3. LISTINGS, QUOTES & BOOKINGS

Providers represent that they have the right to offer the storage they list, and that each listing accurately describes the facility, storage type, available capacity, rates, amenities, and material restrictions.

Customers represent that booking information (capacity, dates, storage type, and intended use) is genuine and that they will complete an accepted match on the platform.

Two booking paths are available:

- Instant booking. Where the provider has enabled it and published rates, the customer may book and pay at those rates if capacity is available.
- Request a quote. The customer submits requirements. The provider may submit a price, including rate, billable capacity, billing cycle, and any discount or service charges. A quote is valid for a specific period after the provider submits pricing. If the customer does not pay within that time, the quote expires and capacity is not reserved. The customer may submit a new request.

Capacity is reserved only after the customer has paid. We may pause, edit, or remove listings or requests that appear inaccurate, incomplete, fraudulent, or designed to circumvent the platform.

4. OFF-PLATFORM CIRCUMVENTION

WareVerseHub invests in matching, review, payments, and dispute handling. Customers and providers agree not to circumvent the platform by completing, or arranging to complete, storage that they discovered through WareVerseHub outside the platform, to avoid platform fees or these Terms.

Listings, messages, or accounts that appear designed to move a WareVerseHub introduction off the platform may be paused or removed, and we may suspend the related accounts.

5. FEES & PAYMENTS

We earn revenue via a spread on the customer paid rate, a platform fee, or both, disclosed at the time of booking. Customer payments for bookings are processed via Stripe; the provider receive payouts to their bank account on the payment schedule outlined in the agreement. Payouts to provider are made as soon as the booking is fulfilled. Cancellation charge & refund amount will be calculated as per the cancellation & refund clause in the agreement.

6. ELECTRONIC CONTRACTING

Accounts, quotes, bookings, extensions, cancellations, and related notices are made electronically on the platform. You agree that these electronic records and acceptances are legally binding under the Electronic Transactions Ordinance (Cap. 553) of Hong Kong, except where the law requires a particular form that an electronic record cannot satisfy.

Paying for a booking or extension is your acceptance of the price, dates, capacity, and services shown at checkout.

7. Cancellation, Extensions & Disputes

Customer cancellation. A customer may cancel a paid or confirmed booking. The cancellation charge depends on how long it remains before the booking starts. The charge and refund are governed by the specific agreement signed for each engagement. The cancellation charges and refund amount for that booking are shown on the platform before you confirm cancellation. Cancellation cannot be undone, and the reserved capacity may be offered to another customer.

Extensions. A customer may extend an eligible paid booking when capacity remains available and must pay the extension total shown before the new end date is confirmed.

Disputes between customer and provider. Either party may raise a booking dispute for damage, billing, service, capacity, or a similar issue, and should attach supporting files. WareVerseHub reviews the case and facilitates discussion between customer and provider. WareVerseHub role is limited to providing the audit trail (signed agreement, booking and payment history and communication logs). It does not replace either party's rights under Hong Kong law, and it does not make WareVerseHub the owner, insurer, or bailee of the goods.

8. ACCEPTABLE USE

You agree not to

- use the platform for illegal goods, or for hazardous or regulated storage beyond the capability and permitted use stated on the listing.
- scrape, reverse-engineer, or interfere with the platform.
- submit false reviews, listings, company documents, or booking requests.
- attempt to access another user's account or data.
- use the platform to introduce a counterparty and then complete that storage off WareVerseHub in breach of section 4.

9. INTELLECTUAL PROPERTY

The platform, its design, logos, and code are owned by [registered company name] or its licensors. You keep ownership of content you submit (listings, photos, documents, and messages) and grant WareVerseHub a non-exclusive license to host, display, and use that content to operate, secure, and promote the platform.

10. DISCLAIMERS

The platform is provided “as is.” WareVerseHub does not guarantee that a listing will stay available, that a quote or booking will be accepted, or that a dispute will be decided in any party’s favour.

Facility conditions, suitability for goods, licenses, and the provider’s right to offer the space are the provider’s responsibility. Checking that the facility meets the customer’s needs is the customer’s responsibility.

Nothing in these Terms excludes any warranty, right, or liability that the Control of Exemption Clauses Ordinance (Cap. 71) or any other Hong Kong law does not allow us to exclude.

11. LIMITATION OF LIABILITY

To the maximum extent permitted by Hong Kong law, WareVerseHub’s total liability for claims arising out of your use of the platform in any 12-month period is limited to the platform fees and subscription fees you paid to WareVerseHub in that period. WareVerseHub is not liable for indirect or consequential loss, or for loss of profit, goodwill, or goods stored at a provider’s facility.

12. GOVERNING LAW & DISPUTES WITH WAREVERSEHUB

The WareVerseHub’s Terms are governed by the laws of the Hong Kong Special Administrative Region.

A dispute between you and WareVerseHub that cannot be resolved through support will be referred to arbitration in Hong Kong, administered by the Hong Kong International Arbitration Centre (HKIAC) under the HKIAC Administered Arbitration Rules in force when the notice of arbitration is submitted. The tribunal will be one arbitrator. The language of the arbitration will be English.

Either party may still bring a claim in the Small Claims Tribunal of Hong Kong where that tribunal has jurisdiction or applies to the Hong Kong courts for interim or injunctive relief.

13. PRIVACY

We manage personal data as described in the WareVerseHub Privacy Policy, in line with the Personal Data (Privacy) Ordinance (Cap. 486).

14. CHANGES

We may update these Terms. For a material change, we will email the address to active accounts or post a notice on the platform before the change takes effect. Continuing to use the platform after the effective date is acceptance of the updated Terms.

15. Contact

WareVerseHub – support@wareversehub.com