

## Frequently Asked Questions- Agrimomo Buyer Basics

### 1. Where can I sign up as a Buyer on the Agrimomo platform?

You may click here <link to <https://mkt.agrimomo.com/page-register>> to sign up as Buyer on Agrimomo. This will take you to the Agrimomo Marketplace (MKT) where you can browse products, explore prices, get quotation from multiple sellers, pay for your orders, use Agrimomo's Point of Sale (POS) system to register offline sales in your farm shop, review farm shop's sales report and so much more.

### 2. Can I sign up for an account as a Buyer at the Agrimomo office?

Our process is fully automated, so we do not encourage you to visit the Agrimomo office to sign up for a Buyer account. After successfully sign up, please make sure you complete the Buyer KYC by submitting the required documents immediately. Failure to submit the required documents or submission of falsified documents may result in dismissal from the platform and relevant legal actions.

### 3. Which account should I choose - Individual or Juristic Person account?

If you are operating as a juristic person e.g. company or limited partnership, you may choose to sign up as a Juristic Person account. Otherwise, please sign up as an Individual account. The only difference is the type of documents you'll be required to submit in the Buyer KYC section under Setting.

### 4. Do I need to submit any physical copies of my documents to Agrimomo to become a Buyer on the platform?

No. You do not need to submit any physical copies. All documents must be uploaded to the Buyer KYC section under Setting where the uploaded documents will undergo a verification check.

### 5. How long does the verification process take?

The verification process takes approximately 3 working days. However, Buyer may start buying immediately upon sign up provided that the Buyer submits relevant documents completely.

### 6. Does Agrimomo charge Buyers any membership fees?

Agrimomo do not charge any membership or entrance fees to the Buyer as Agrimomo charges the marketplace fee entirely from the Seller side instead.

### 7. Can I buy my product outside of my country?

Currently, Agrimomo supports only the domestic transactions. Cross board services will be announced in due course.

#### 8. What is the buying process on Agrimomo?

The buying process on our platform is very straightforward – it just takes 3 simple steps. Step 1, add products to your shopping cart. Upon completing order details, you will be prompted with a message that the seller will provide a quotation for your orders within 2 business days after issuing the order. Step 2, review the relevant quotation from the Seller including logistic fee and payment term, Step 3, Confirm the offer, then the Seller will deliver the products within delivery lead time.

#### 9. What payment option would I be able to select as a Buyer?

The Buyer would not be able to select the payment option as it is under sole discretion of the Seller to offer the term as the Seller deemed appropriate for each Buyer. There are 3 payment options on Agrimomo namely Pre-pay, Cash on Delivery (COD), and Pay Later with Credit Term. However, the Buyer may negotiate with the Seller using the Chat function. Note that Agrimomo will not, under any circumstances, be liable to Buyer for consequential, incidental, special, punitive or exemplary damages arising out of or related to this transaction including lost profits or loss of business.

#### 10. When and how can I pay?

Once the payment option is confirmed between the Buyer and the Seller, the Buyer will be prompted to pay when the payment is due. Hence, in the case of Pre-pay, the Buyer will need to pay immediately after checking out the shopping cart. In the case of Cash on Delivery (COD), the Buyer will need to pay in cash to the Seller or the third-party logistic provider as appointed by the Seller upon receipt of the products. Lastly, in the case of Pay Later with Credit Term, the Buyer will be prompted to pay when the payment becomes due according to the credit term as agreed with the Seller. Agrimomo would like to inform that failure to pay on time may result in dismissal from the platform and relevant legal actions.