

AUN360 Terms & Conditions

These Terms and Conditions govern how users access and use AUN360 across academic resources, digital commerce, ride coordination, wallet payments, and community features within the AUN ecosystem.

Continued use of AUN360 constitutes acceptance of these Terms and applicable Nigerian law.

Acceptance of Terms

By accessing or using AUN360 (the Platform), users agree to comply with and be bound by these Terms and Conditions. If a user does not agree with these Terms, they should not use the Platform.

Description of Services

AUN360 is a multi-service digital platform designed to facilitate access to academic resources, digital commerce, transportation coordination, wallet-based payments, and community engagement tools within the AUN ecosystem.

AUN360 provides digital infrastructure for coordination and access. The Platform does not manufacture products, operate physical transportation services, or directly deliver third-party goods.

User Accounts

Users are responsible for:

- Providing accurate registration information
- Maintaining the confidentiality of login credentials
- All activities conducted under their account

AUN360 reserves the right to suspend or terminate accounts where misuse, false information, or policy violations occur.

Digital Wallet

The AUN360 wallet is a closed-loop payment system used exclusively for transactions within the Platform.

- Wallet balances may only be used to pay for services available on AUN360.
- Withdrawals are not supported.
- Users are responsible for verifying payment details before confirming transactions.

Wallet funding is processed through third-party payment gateways, including Paystack and Monnify by Moniepoint MFB. AUN360 does not store card details.

Marketplace Transactions

AUN360 facilitates digital ordering and payment processing between users and vendors.

- Vendors are responsible for product quality, pricing accuracy, and fulfillment.

- AUN360 is not liable for disputes arising from product defects, delivery delays, or service dissatisfaction.
- Users are encouraged to report issues through the appropriate support channels.

Ride Coordination (AUN Ride)

AUN360 provides digital coordination of ride requests.

- The Platform facilitates booking and communication between riders and drivers.
- AUN360 does not operate as a transportation company.
- Users participate in ride services at their own discretion and responsibility.

Real-time tracking and emergency features are provided to enhance safety; however, AUN360 does not guarantee absolute safety or uninterrupted service availability.

Community Standards

Users must engage respectfully within the Platform.

Prohibited conduct includes:

- Harassment or abusive behavior
- Posting unlawful or harmful content
- Impersonation of other users
- Misuse of communication features

AUN360 reserves the right to remove content or suspend accounts for violations.

AI Assistant (Stanley)

Stanley is an AI-powered assistant designed to provide informational guidance within the Platform.

- Responses generated by Stanley are automated and may not always be complete or error-free.
- Stanley does not provide legal, medical, or financial advice.
- Users should verify critical information independently where necessary.

Limitation of Liability

To the fullest extent permitted by applicable law:

- AUN360 shall not be liable for indirect, incidental, or consequential damages arising from use of the Platform.
- The Platform does not guarantee uninterrupted access or error-free functionality.
- Users assume responsibility for decisions made using services accessed through AUN360.

Account Termination

AUN360 reserves the right to suspend or terminate accounts for:

- Violation of these Terms
- Fraudulent activity
- Security risks

- Misuse of platform services

Modifications to Terms

AUN360 may update these Terms periodically. Continued use of the Platform after updates constitutes acceptance of the revised Terms.

Governing Law

These Terms shall be governed by the laws of the Federal Republic of Nigeria.

Contact Information

For questions regarding these Terms and Conditions, users may contact:

AUN360 Support

Entrepreneurship Hub

24-Hour Library Building

American University of Nigeria

Yola, Adamawa State

Nigeria

Email: aun360@aun.edu.ng

Phone: +234 (081) 0346 32 76

Phone: +234 (070) 7448 07 24