LIME

How to Use LIME - Live Metal Exchange

A step-by-step guide for companies trading metal scrap and other recyclables: how to register, log in and use every page of the dashboard as a Seller, a Buyer or a company that does Both.

Website: livemetalexchange.com | Dashboard: dashboard.livemetalexchange.com
Version: 02 November 2026

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4 Buyer account

5 Both account (Buyer and Seller)

6 Terms, Privacy and Refunds

How to read this guide. Every step has a number and a screenshot. The screenshots show **example companies, listings and bids** (made-up names, emails and phone numbers) so you can see how each page looks when it is in use. A **red box** in a screenshot shows the button or field to use in that step. Sections 1 and 2 are for everyone (section 2 also shows how to renew your plan); section 3 is for **Seller** accounts, section 4 for **Buyer** accounts and section 5 for accounts that do **Both**. You only need to read the section of your own role. Section 6 explains the **Terms & Conditions**, **Privacy Policy** and **Return & Refund Policy** - please read it before you register.

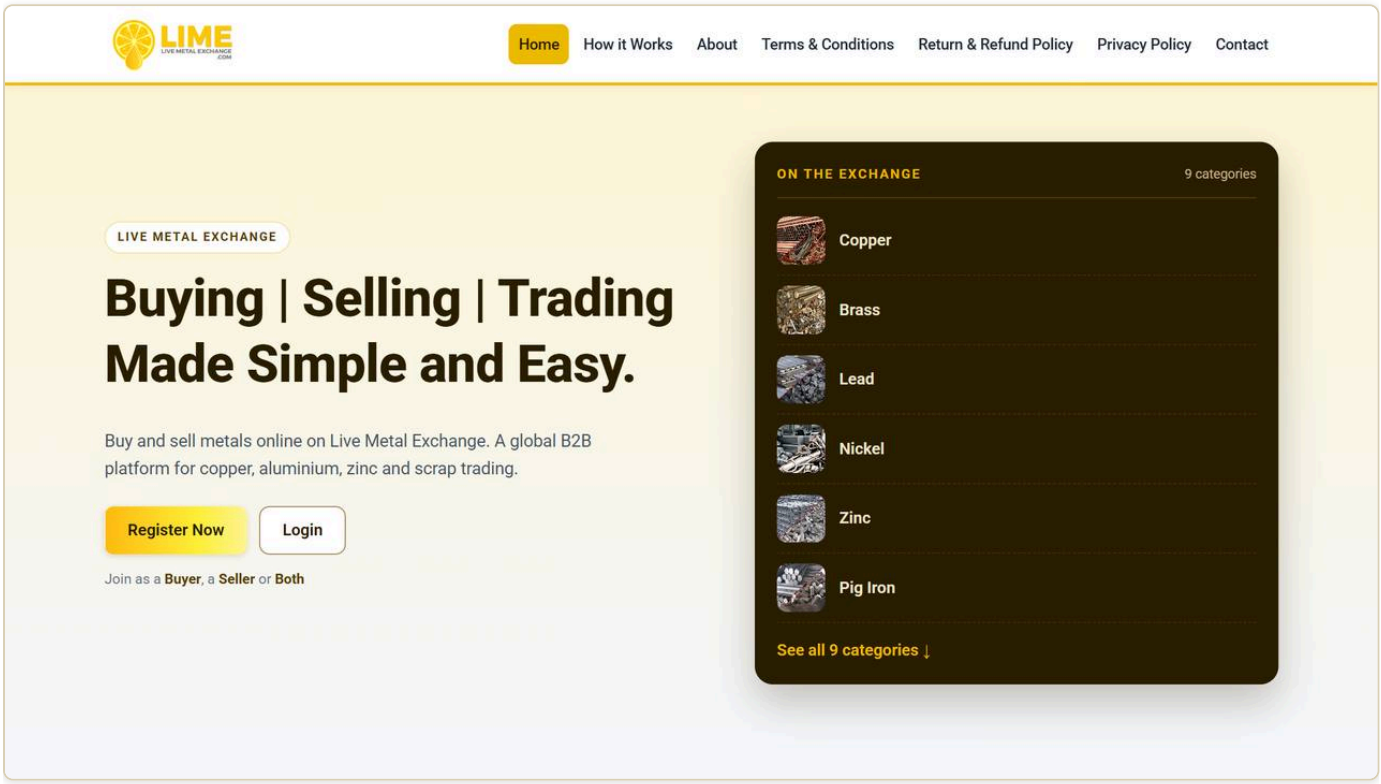
1 Getting started - Registration

Create your company account from the LIME website in four short steps.

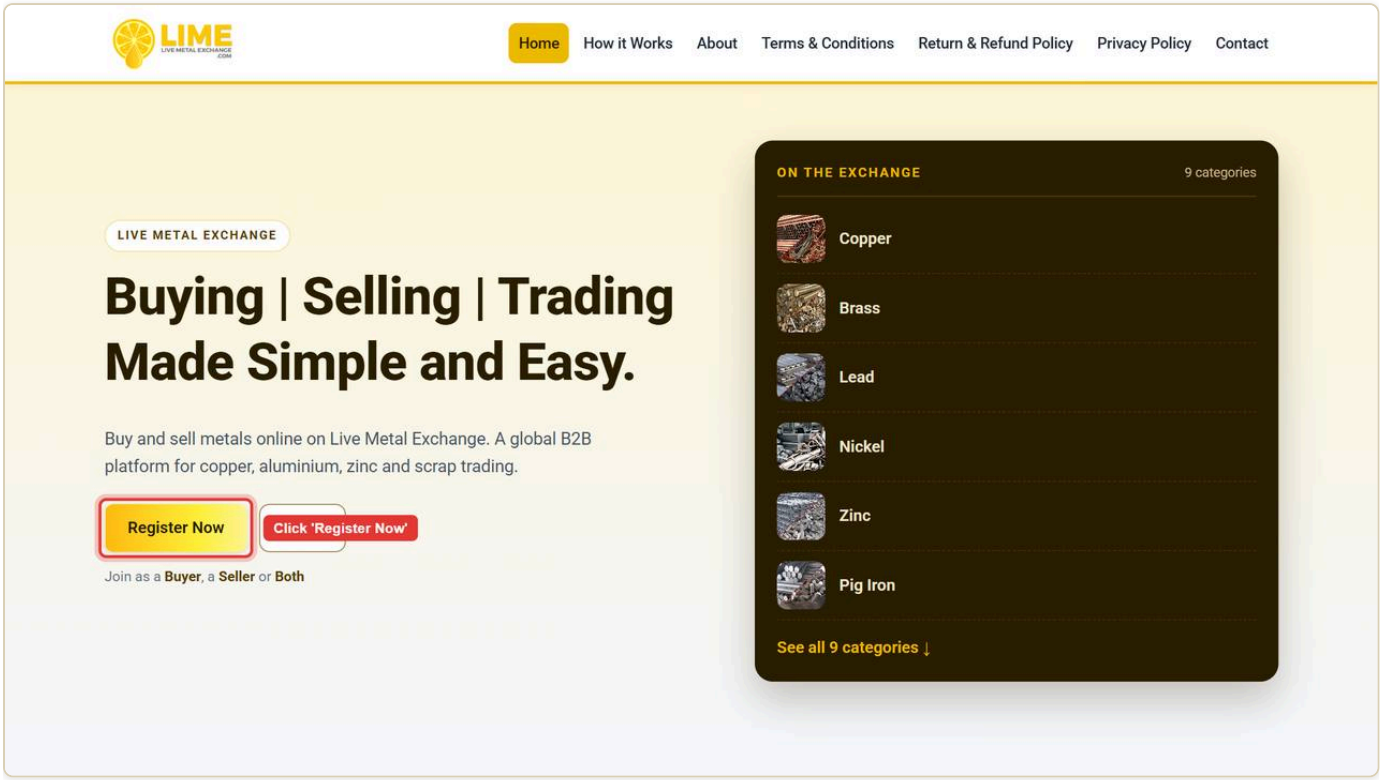
1.1 Open the LIME website

Everything starts on the public website livemetalexchange.com.

1. Open **livemetalexchange.com** in your browser. The home page explains what LIME does and shows the material categories traded on the exchange (copper, brass, lead, nickel, zinc, pig iron, plastic, paper, e-scrap, ...).



2 Click **Register Now**. You are taken to the registration page on the dashboard (dashboard.livemetalexchange.com/register). Already registered? Click **Login** instead and go to section 2.

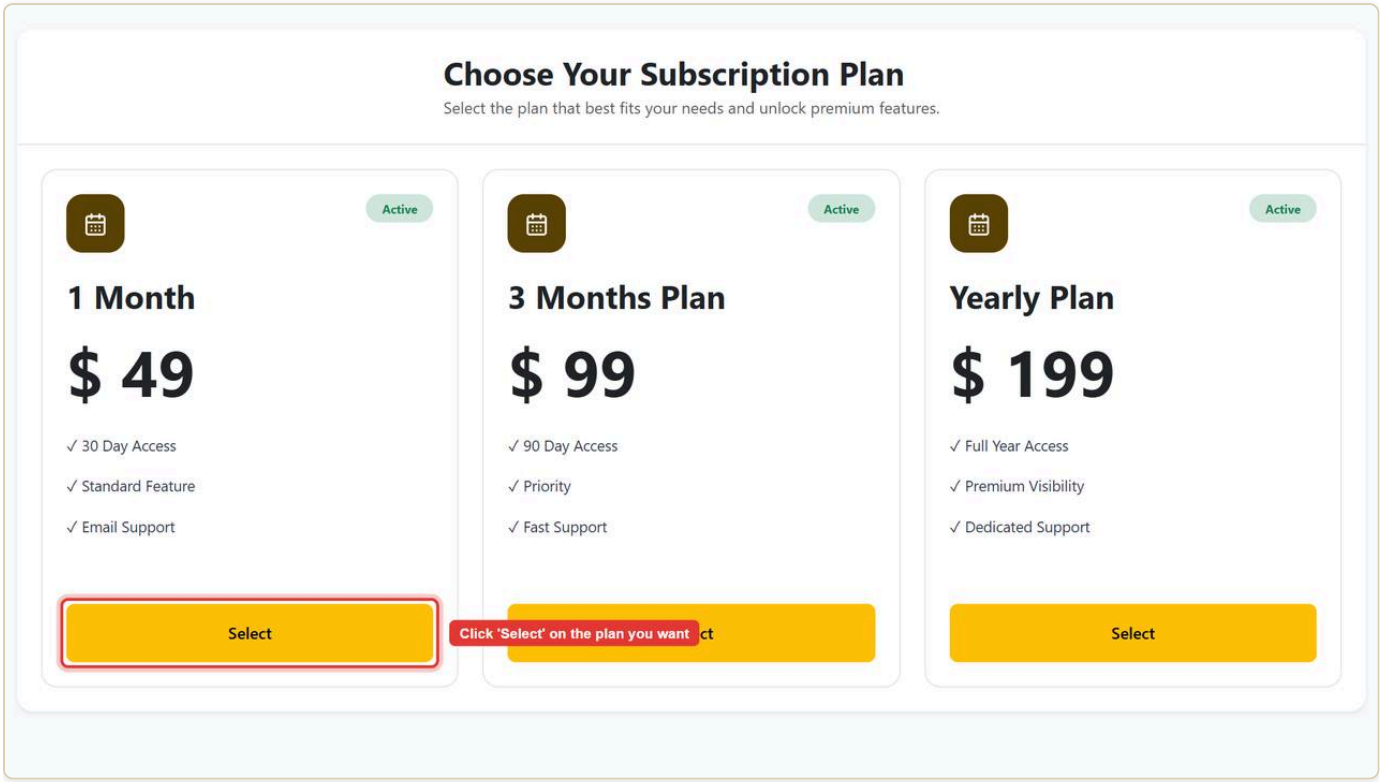


> The menu at the top (How it Works, About, Terms & Conditions, Return & Refund Policy, Privacy Policy, Contact) gives more information about the platform before you register.

1.2 Step 1 of registration - choose a plan

LIME is a subscription service. Every account needs an active plan.

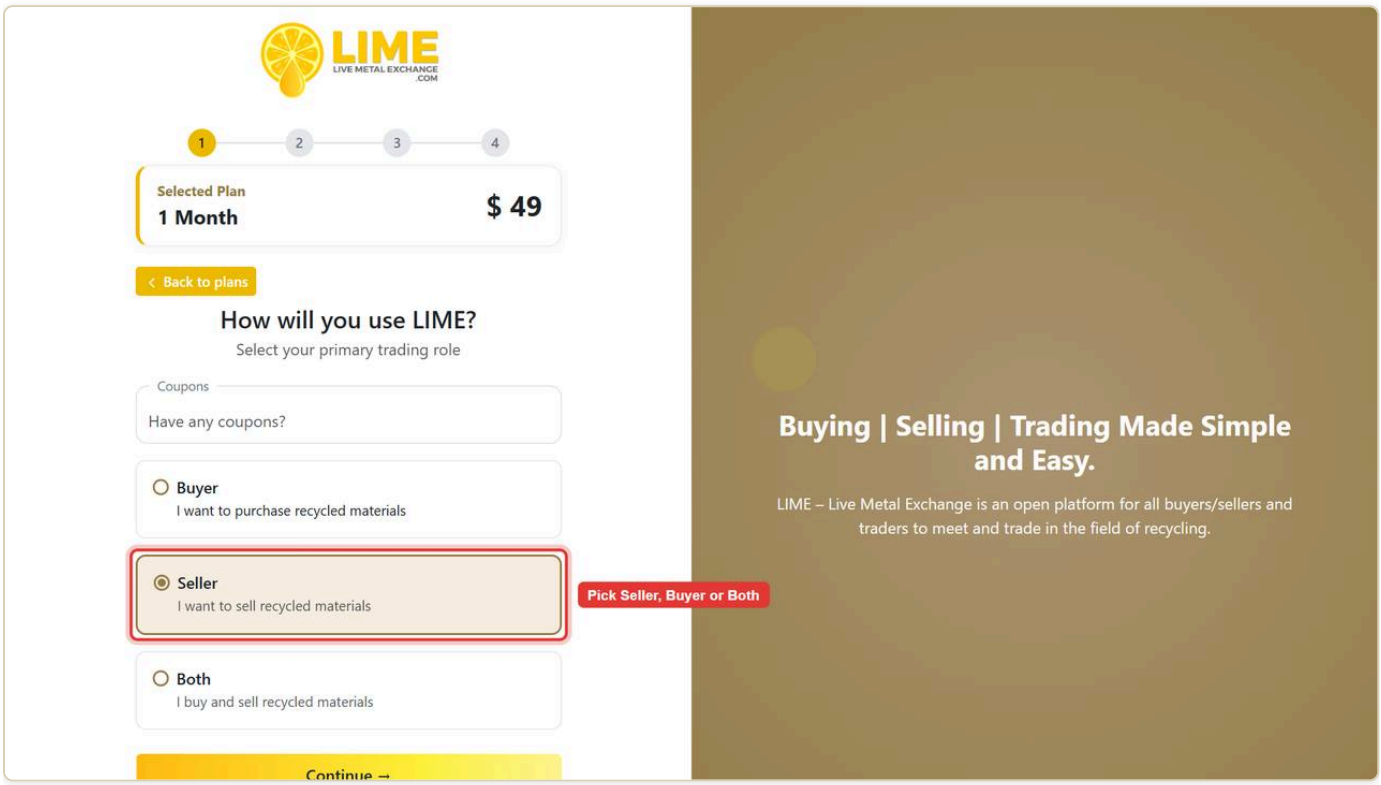
3 Compare the plans (1 Month, 3 Months, Yearly) and click **Select** on the plan you want. The price and the access period are shown on each card.



1.3 Step 2 - choose how you will use LIME

4 Choose your trading role. **This cannot be changed later**, so pick carefully:

- **Seller** - you only sell material. You create listings; buyers find you.
- **Buyer** - you only buy material. You post requirements; sellers find you.
- **Both** - you buy and sell. You get both sets of pages.



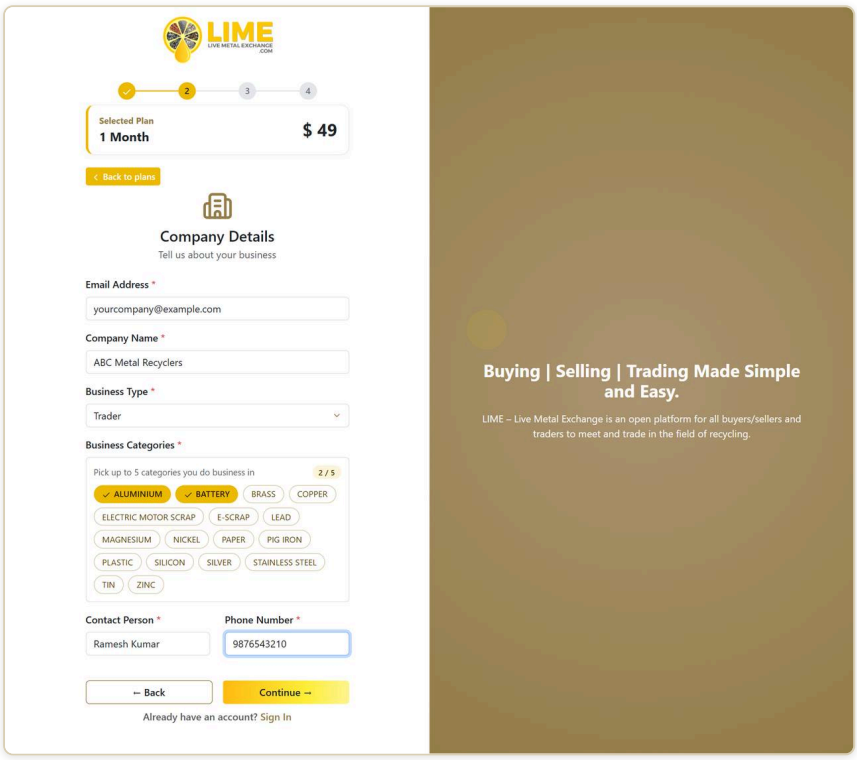
5 Have a **coupon**? Type it in the **Have any coupons?** field. A coupon can lower the price or make the plan free. Then click **Continue**.

> The selected plan stays visible at the top. Click **Back to plans** to change it.

1.4 Step 3 - company details

6 Fill in your company details. Fields marked with a red * are required:

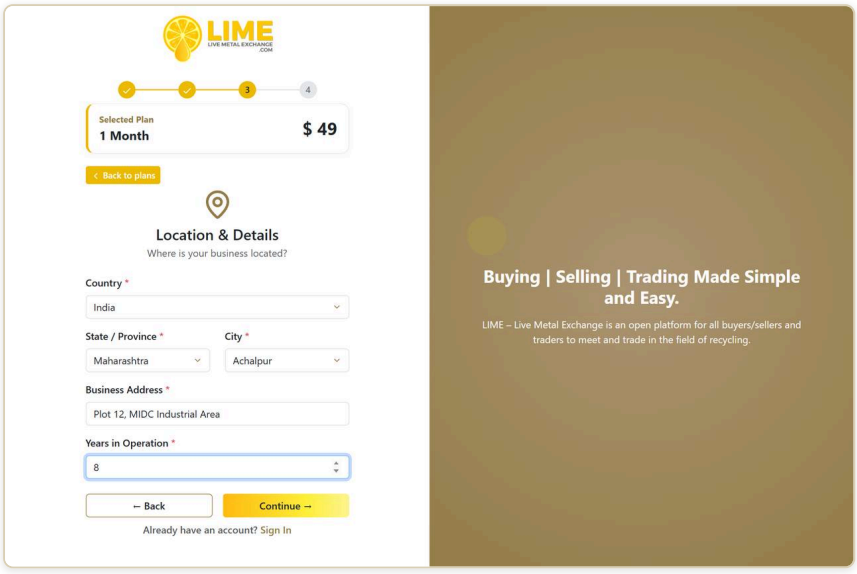
- **Email Address** - your company email. You log in with it, and the verification code is sent to it.
- **Company Name** and **Business Type** (Trader, Recycler / Processor, Importer / Exporter, Other).
- **Business Categories** - click up to 5 categories you deal in. They are used to match you with companies in the same categories (Category Matches).
- **Contact Person** and **Phone Number**.



7 Click **Continue**.

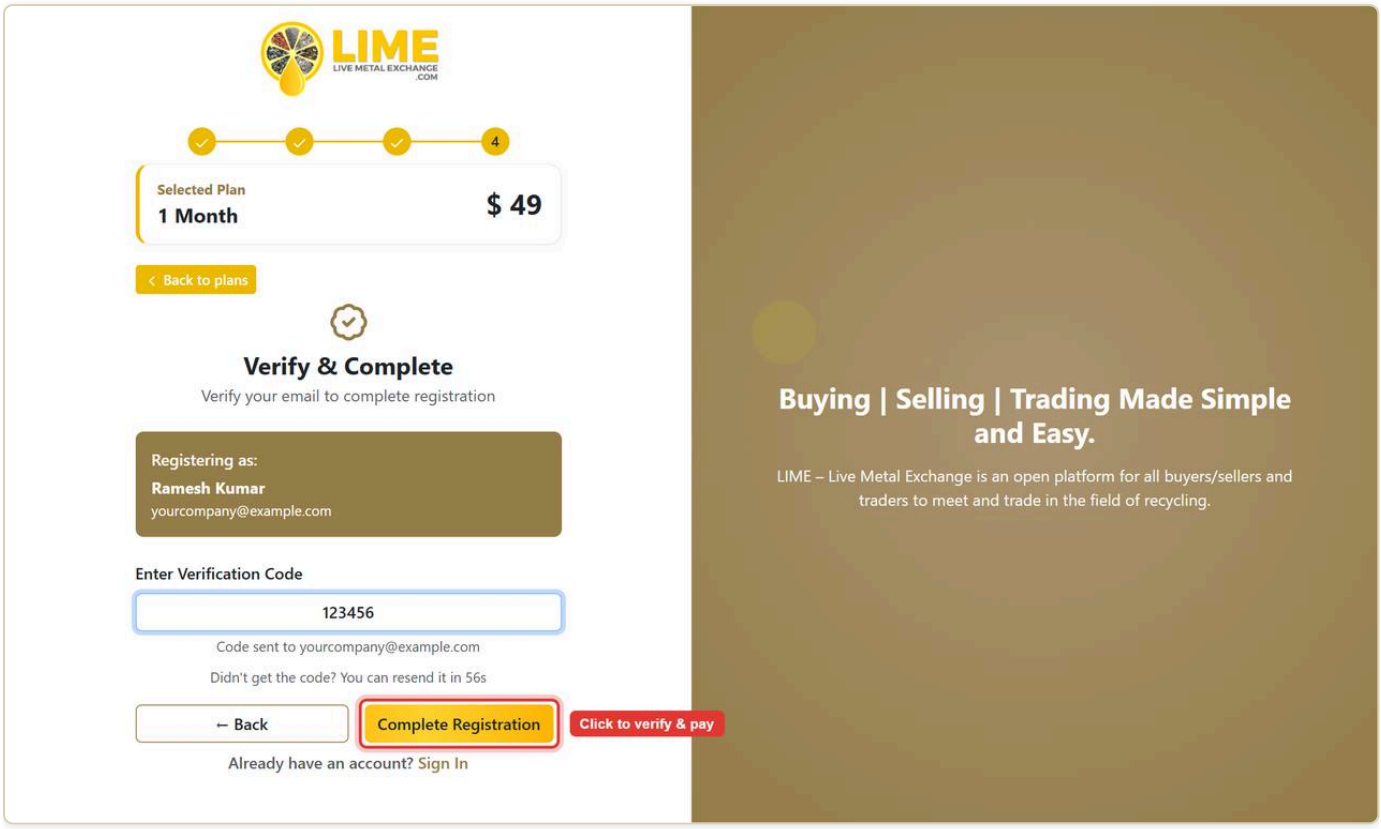
1.5 Step 4 - location and details

8 Choose your **Country**, then **State / Province**, then **City** (each list fills after the one before). Type the **Business Address** and the **Years in Operation**. Click **Continue** - a 6-digit verification code is emailed to you.



1.6 Verify your email and pay

9 Open your mailbox, copy the **6-digit code** and type it in **Enter Verification Code**. Check the name and email in the brown box. Click **Complete Registration**.



No mail? Check the spam folder. The **Resend** link appears after a short countdown. Use **Back** to correct your details.

10 The secure payment window opens. Pay the plan amount. The page shows **Payment Verification in Progress** while the payment is confirmed, then your account is created and you are sent to the login page.

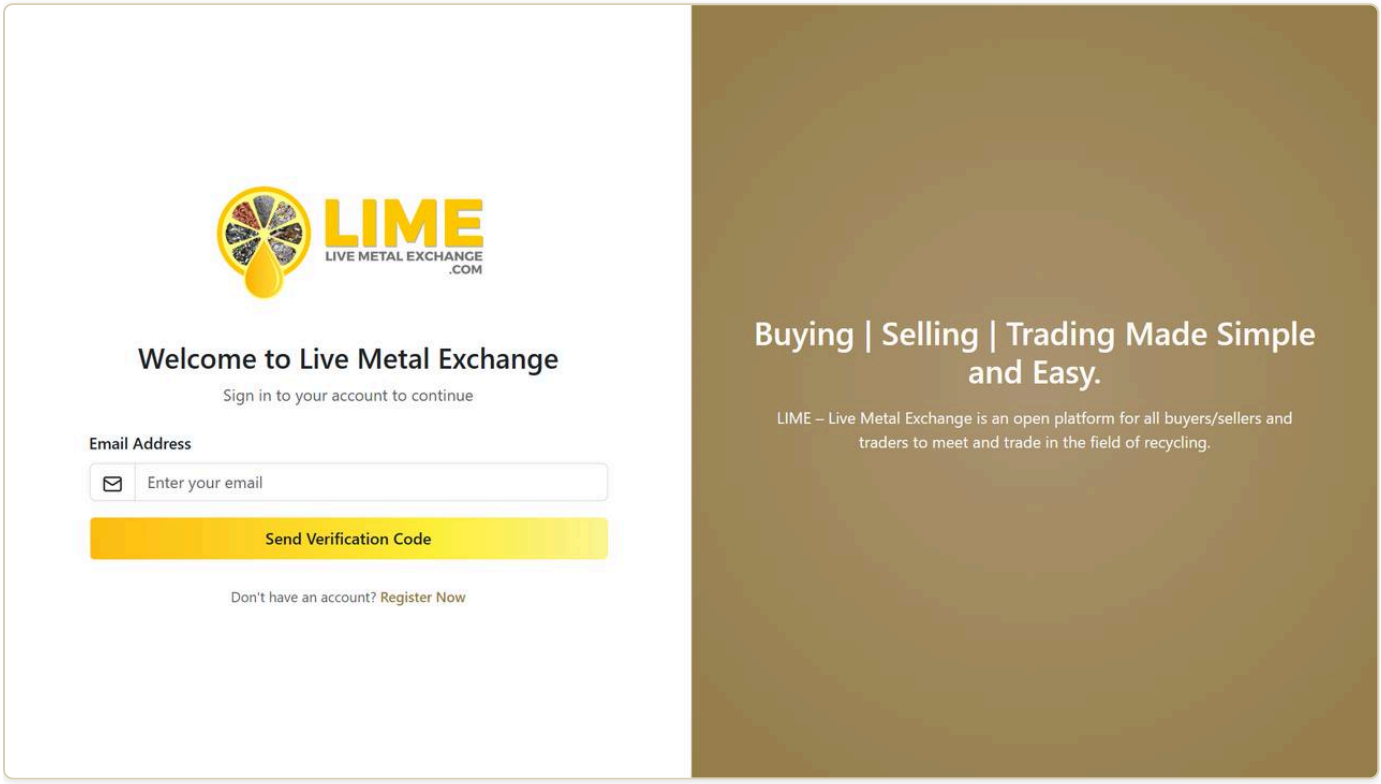
If your coupon covers the full price, there is no payment: you see **Registration Successful** and can log in straight away.

2 Logging in and your plan

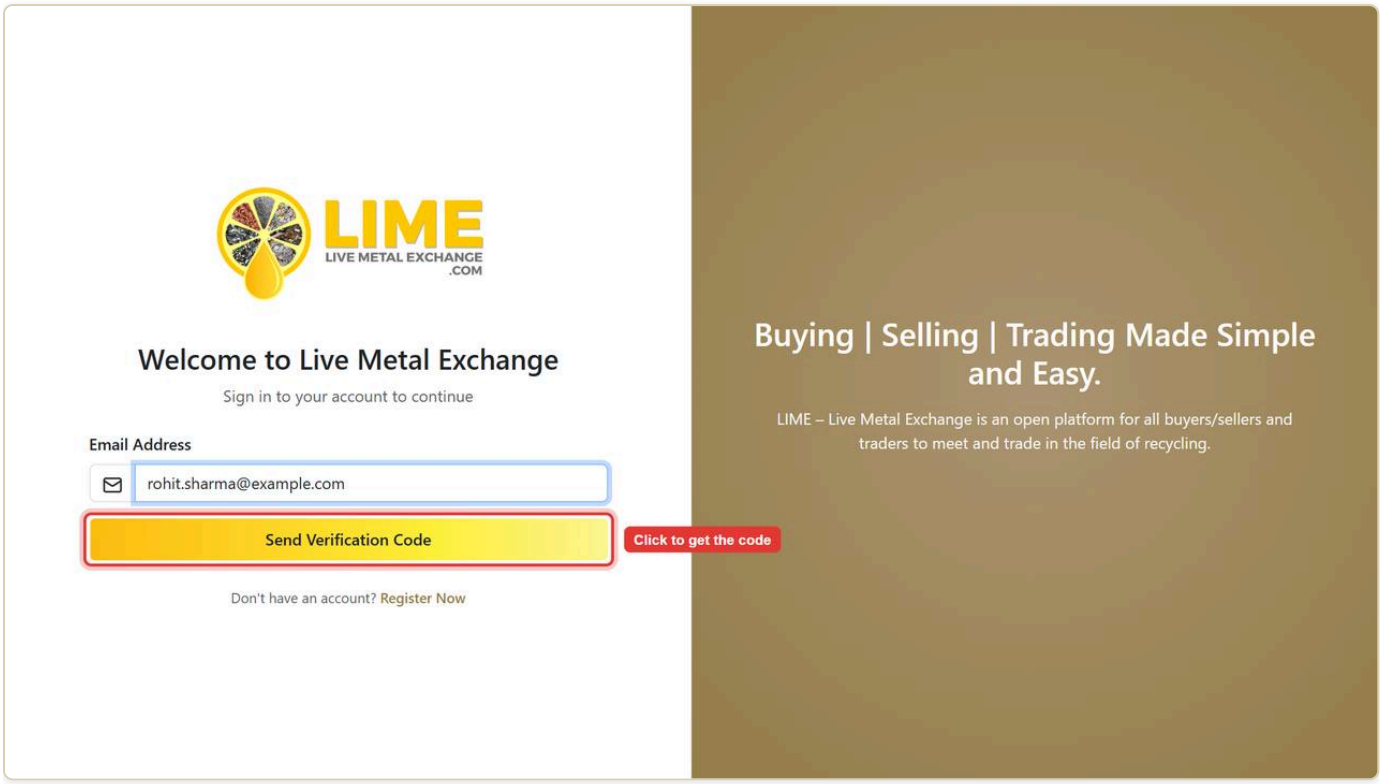
LIME has no passwords. Each login uses a one-time code sent to your registered email.

2.1 Log in with your email

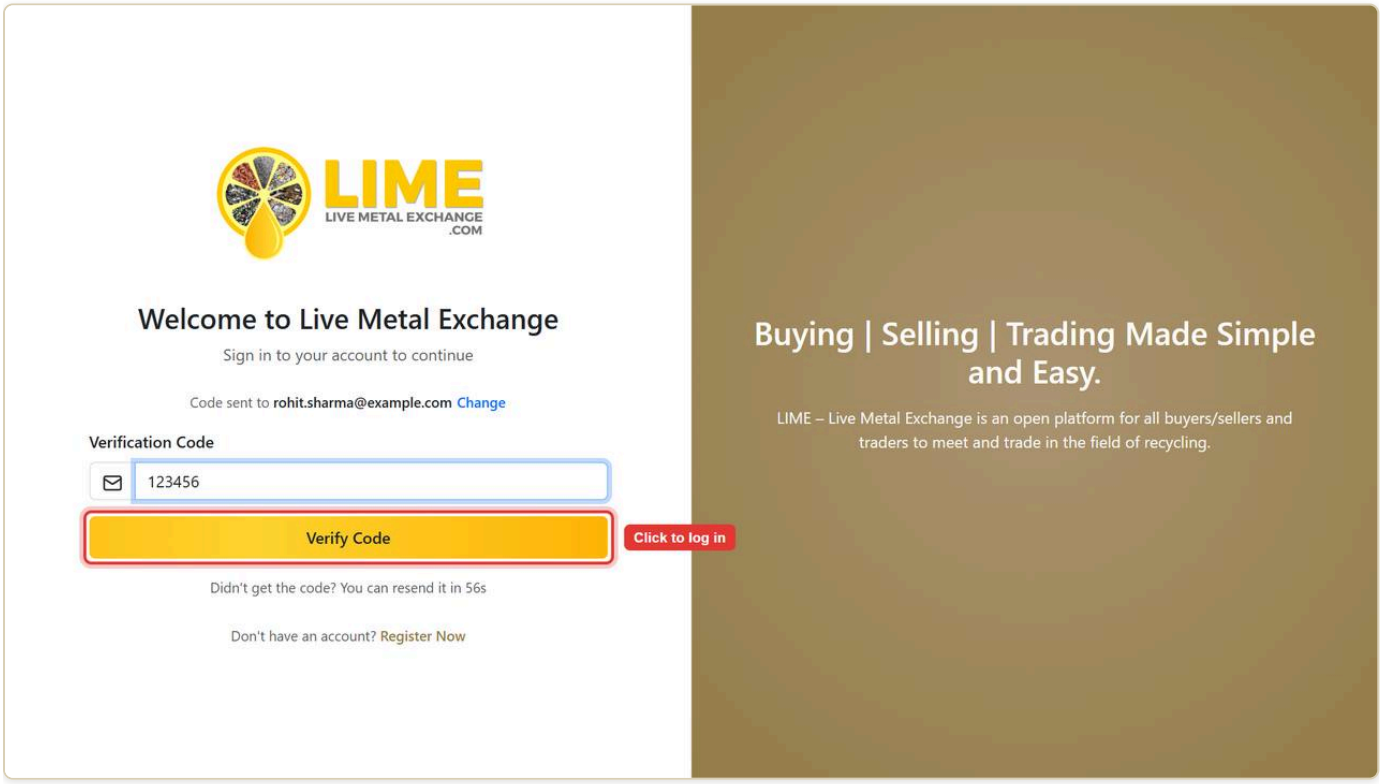
1 Open **dashboard.livemetalexchange.com** (or click **Login** on the website).



2 Type your registered email and click **Send Verification Code**.



3 A 6-digit code is emailed to you. It is valid for **5 minutes**. Type it in the **Verification Code** field and click **Verify Code**.



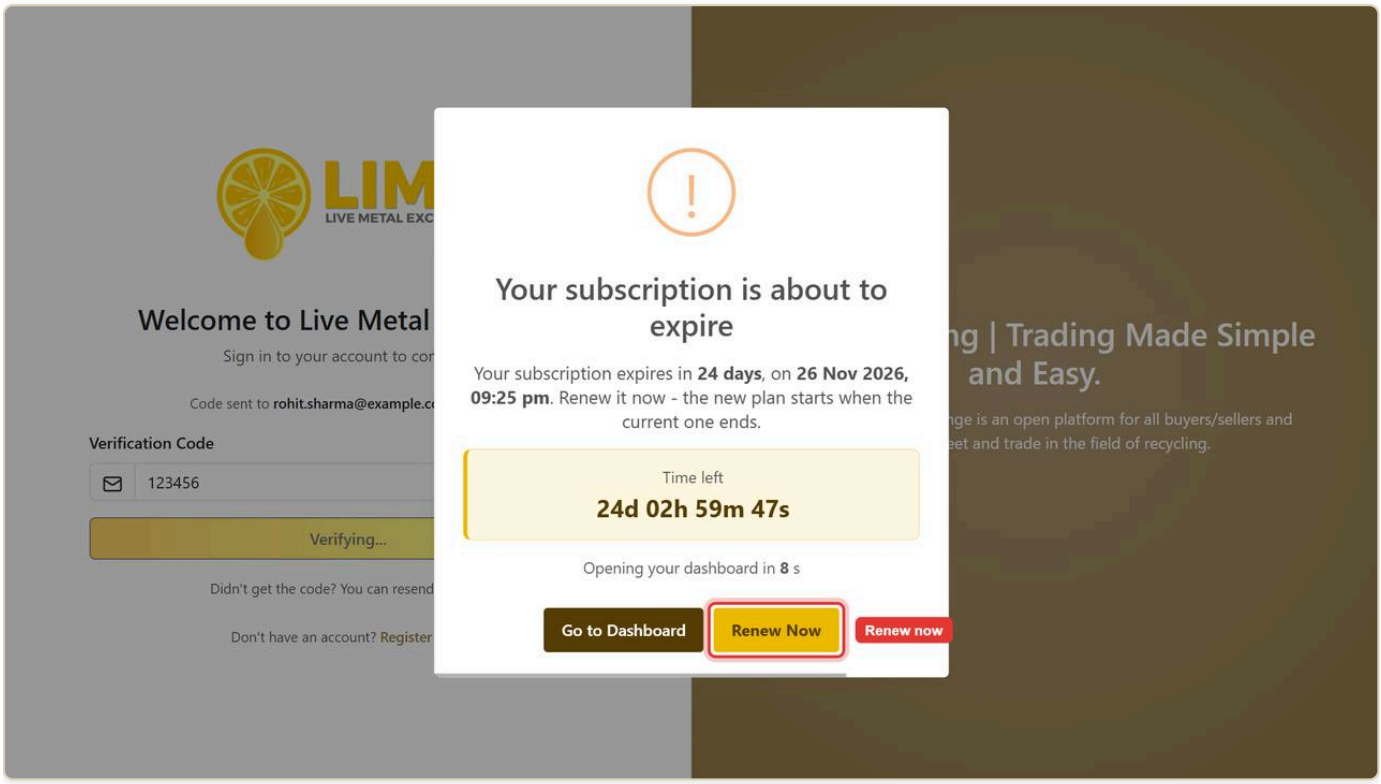
> Wrong email? Click **Change** next to the email. No code? Wait for the countdown and click **Resend**.

4 You land on the dashboard of your role (Seller, Buyer or Both). If your plan ends within 30 days, a reminder is shown first - see **Renew before your plan ends** below.

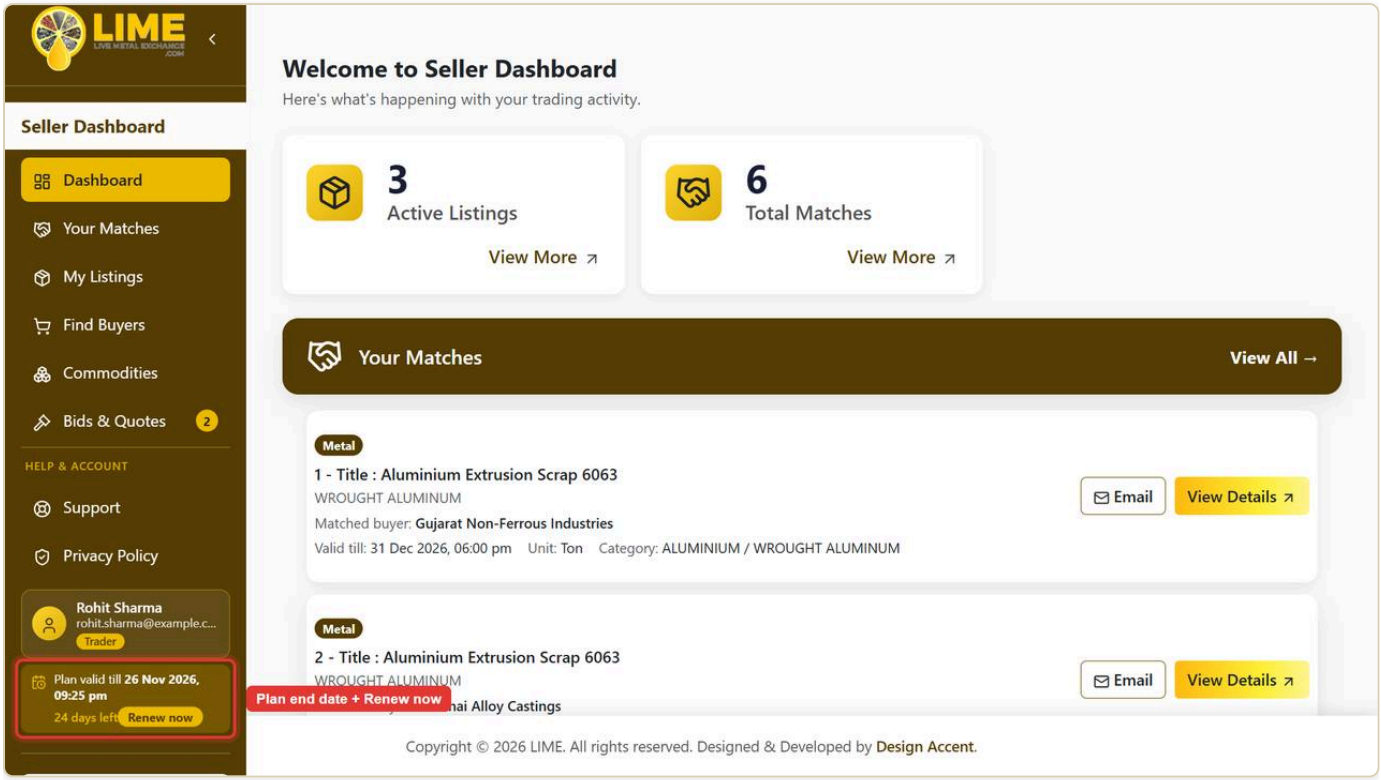
2.2 Renew before your plan ends

You can renew in the **last 30 days** of your plan. The new plan starts on the day the current one ends, so you never lose the days you have already paid for.

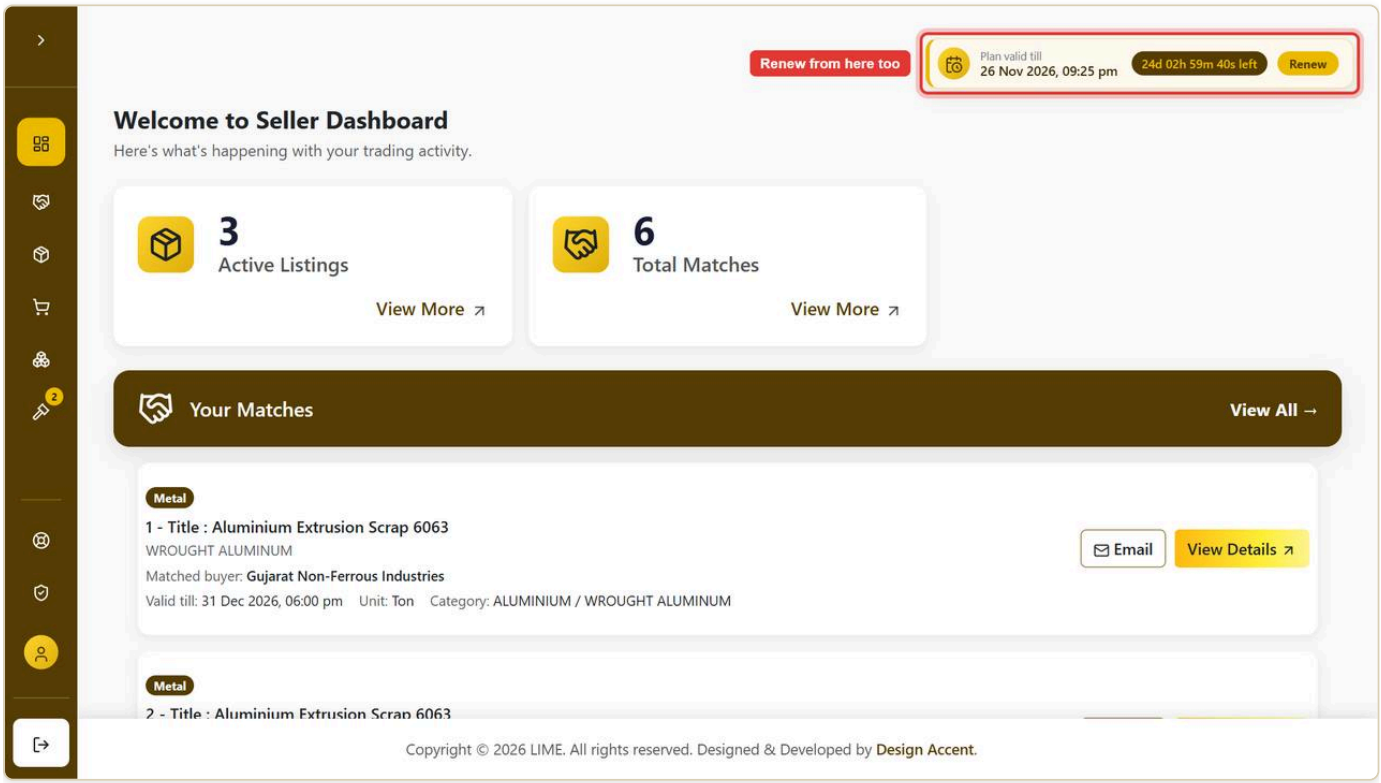
5 In the last 30 days, every login first shows **Your subscription is about to expire** with the end date and the time left. Click **Renew Now** to renew, or **Go to Dashboard** (the dashboard also opens by itself after 10 seconds).



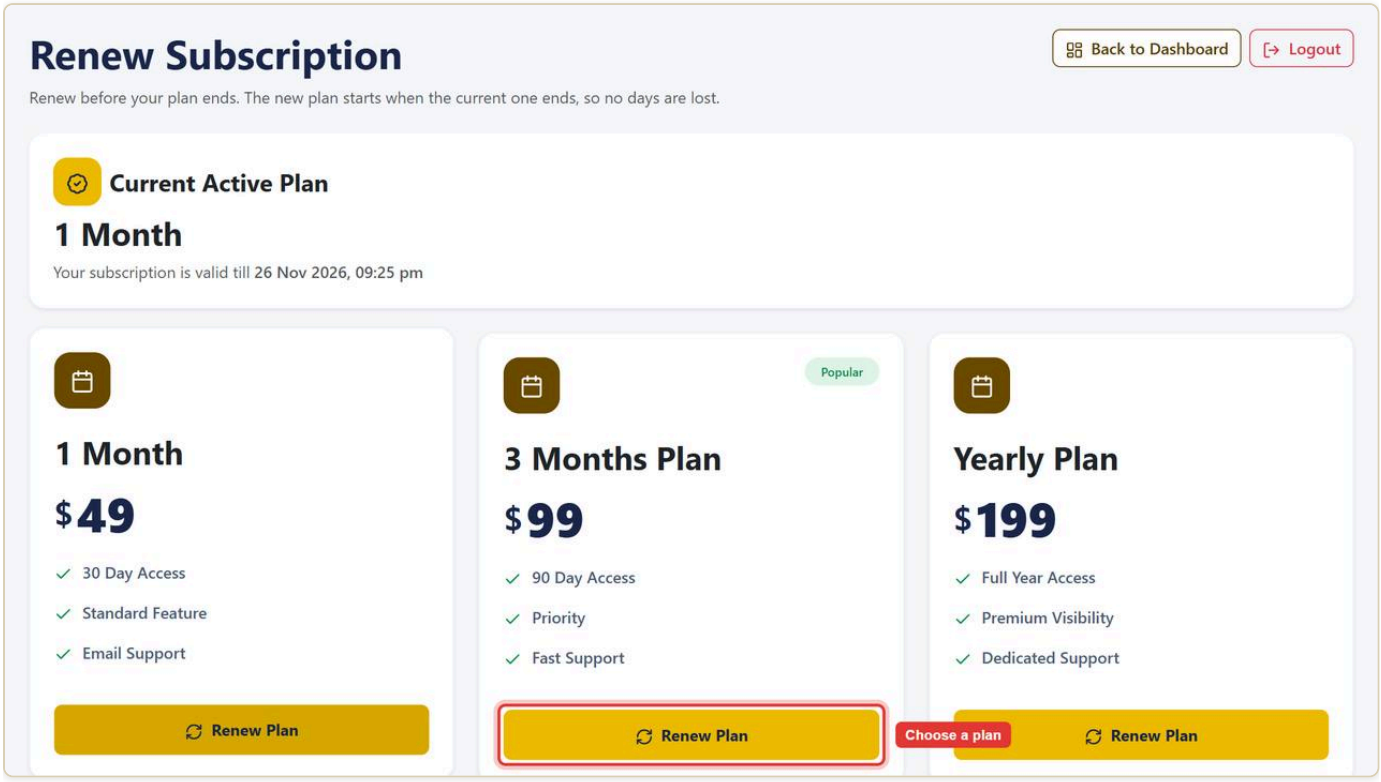
6 Your plan's end date is always at the bottom of the menu. In the last 30 days the box turns yellow (red in the last 7 days) and shows **Renew now**.



7 With the menu closed (or on a phone) the same date is shown at the top right of every page, with a **Renew** button.



8 The **Renew Subscription** page shows your current plan and its end date. Choose 1 Month, 3 Months or Yearly and click **Renew Plan**. Changed your mind? **Back to Dashboard** (top right) takes you back.



9 The secure payment window opens, as when you registered. Pay the plan amount and keep the window open until the payment is confirmed. You then see **Renewal Completed** with your new end date; click **Go to Dashboard** and carry on - no new login is needed.

How the new end date is worked out:

1 **Your plan ends**
For example your current plan ends on **26 November**.

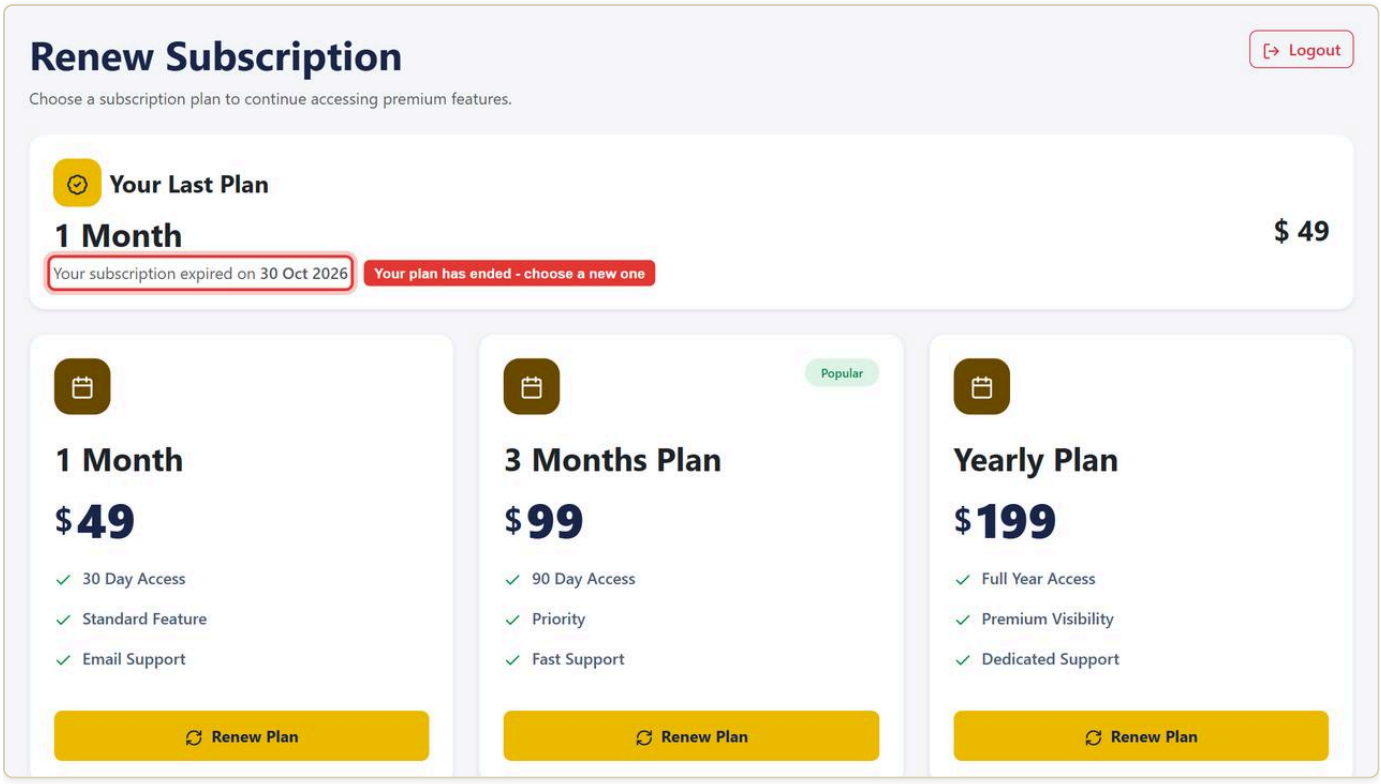
2 **You renew early**
On 2 November you pay for **1 Month**.

3 **New end date**
The month is added after 26 November: your plan now runs till **26 December**.

Renewing is only possible in the **last 30 days** of your plan. Earlier than that the Renew buttons are not shown and the payment is not accepted.

2.3 When your plan has ended

10 After the end date the dashboard is closed. When you log in you go straight to **Renew Subscription**, which shows your last plan and the date it ended. Choose a plan, click **Renew Plan** and pay.



11 After the payment you see **Renewal Completed**. Log in again (steps 1 - 4) and your dashboard is open again. The new plan starts on the day you pay.

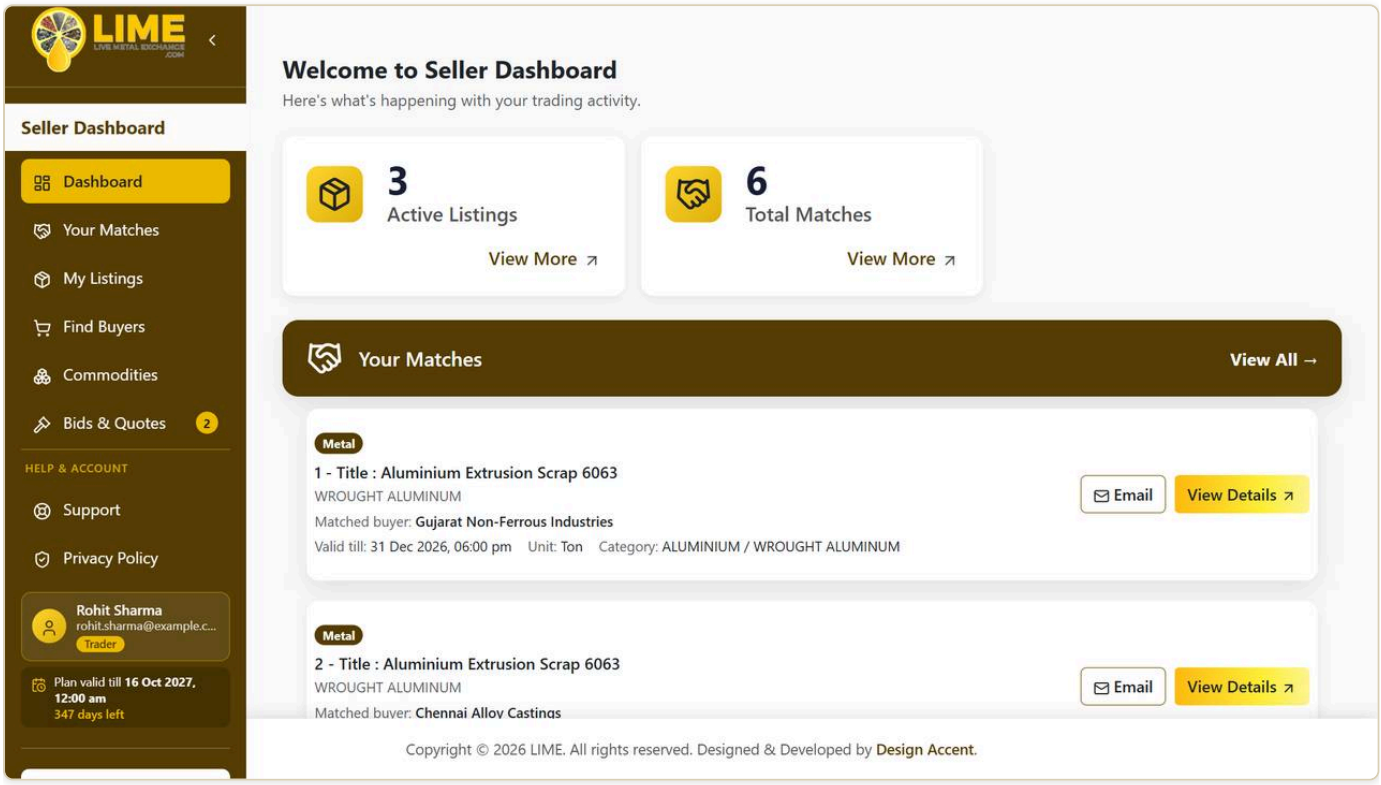
3 Seller account

For companies that sell material: list your stock, find buyers and answer bids.

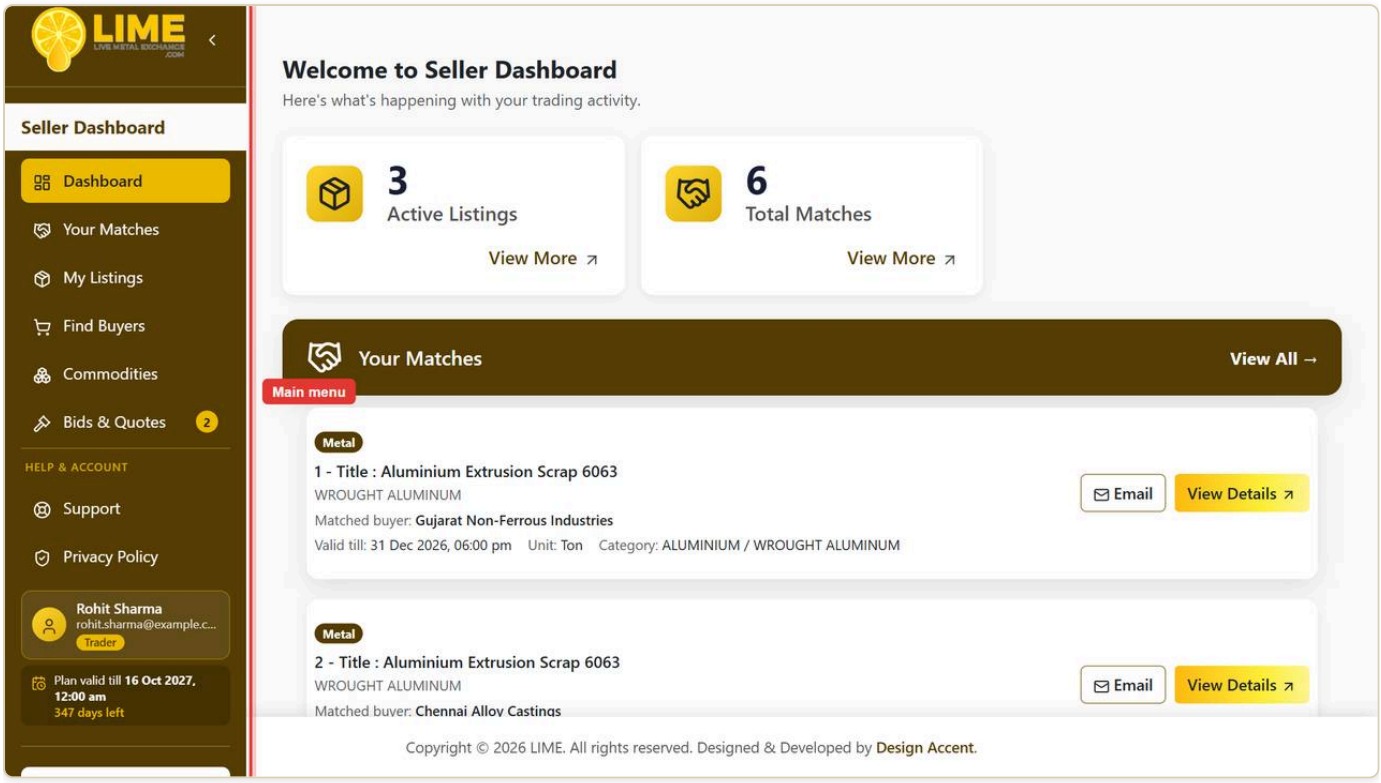
3.1 The Seller dashboard

The first page after login. It summarises your activity.

1. At the top, two cards: **Active Listings** (your listings that are still valid) and **Total Matches** (buyer requirements that match your listings). **View More** on a card opens the page behind it. Below, **Your Matches** shows your latest matches - for a new account it says **Automatically matched based on your listings and requirements** until your first match appears.

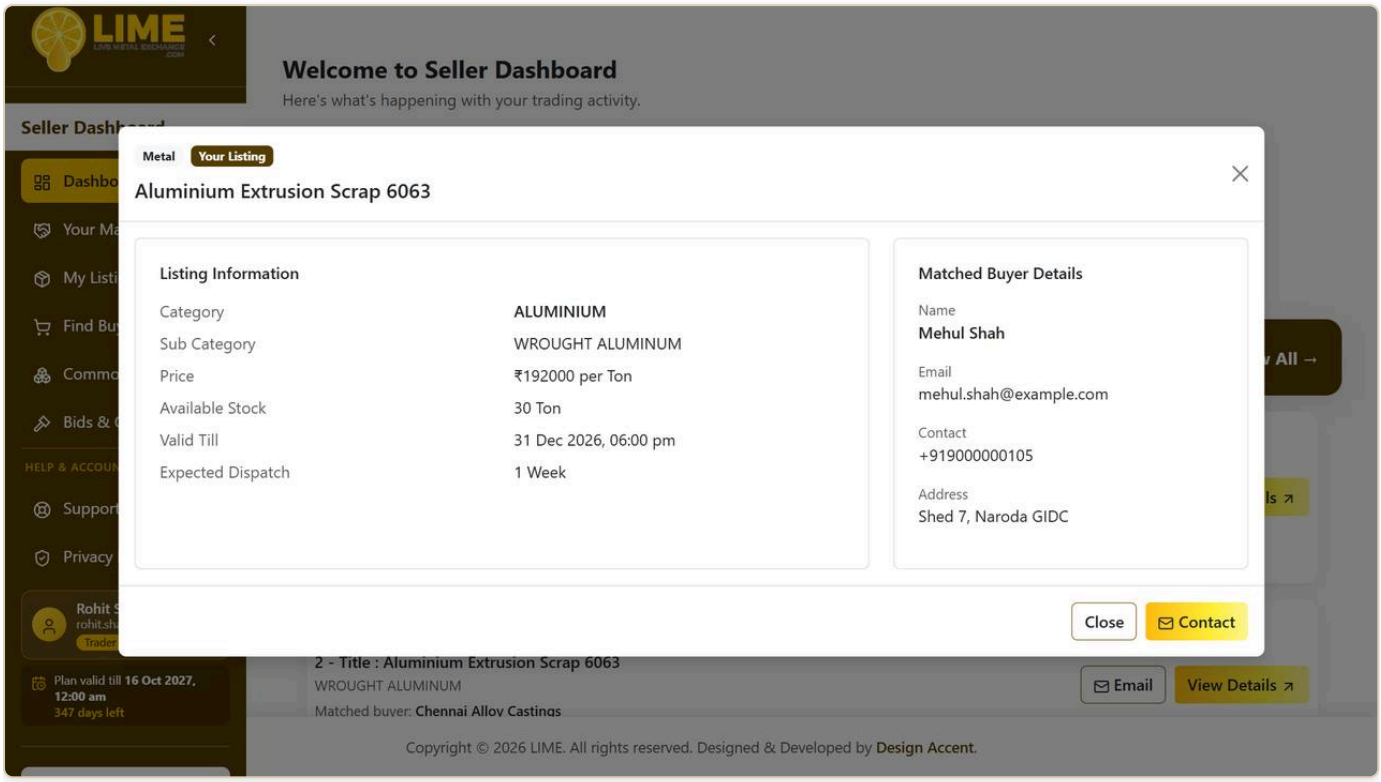


2 The **menu on the left** takes you to every Seller page: Dashboard, Your Matches, My Listings, Find Buyers, Commodities, Bids & Quotes, and under **Help & Account**: Support and Privacy Policy. Below the menu: your account card (click it to open your Profile), the date your plan is valid till with the days left, and **Log Out**.



The small arrow next to the logo collapses the menu to icons. On a phone, open the menu with the icon at the top. A gold number next to **Bids & Quotes** means bids are waiting for your answer.

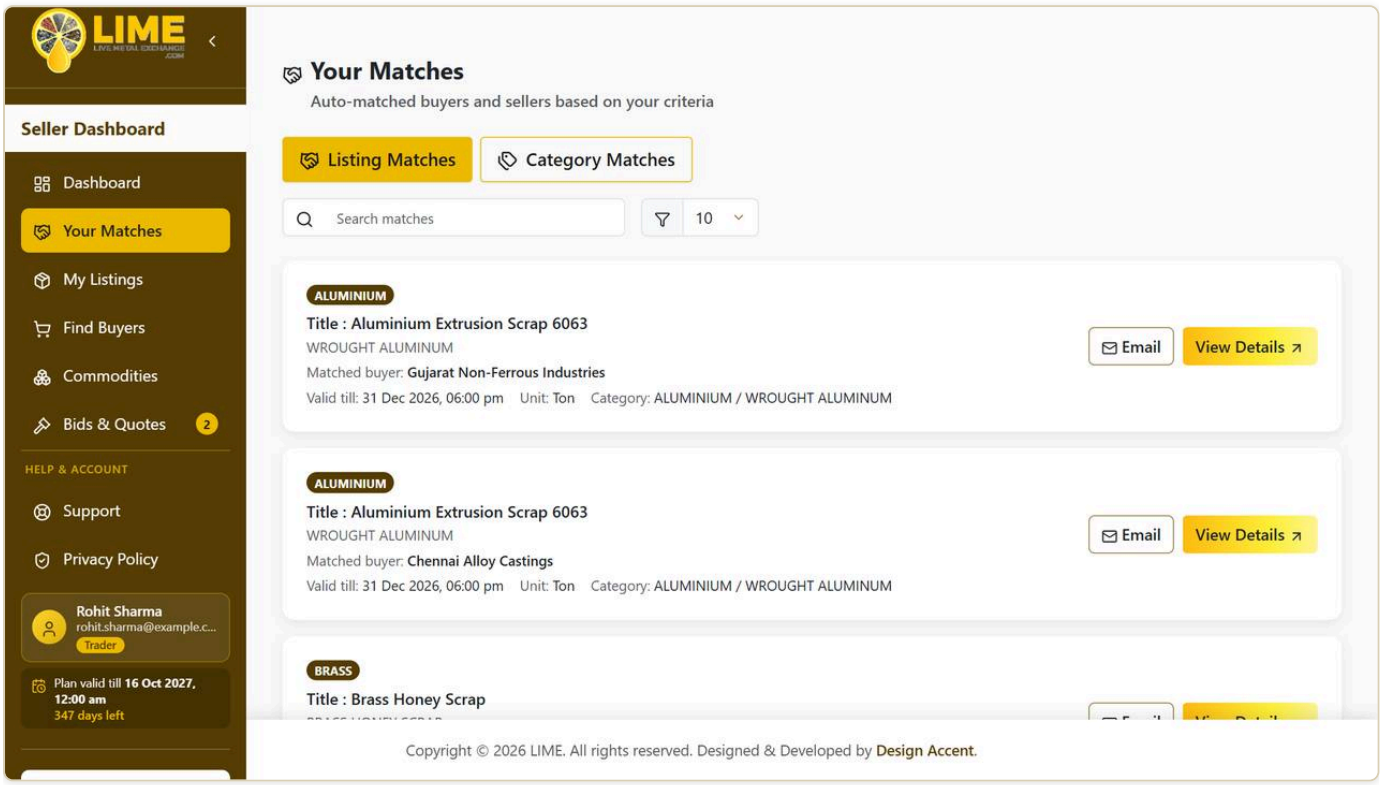
3 On a match, **Email** opens a new mail to the buyer. **View Details** opens the match: your listing information on the left, the matched buyer's name, email, contact number and address on the right. **Contact** calls / contacts the buyer, **Close** closes the window.



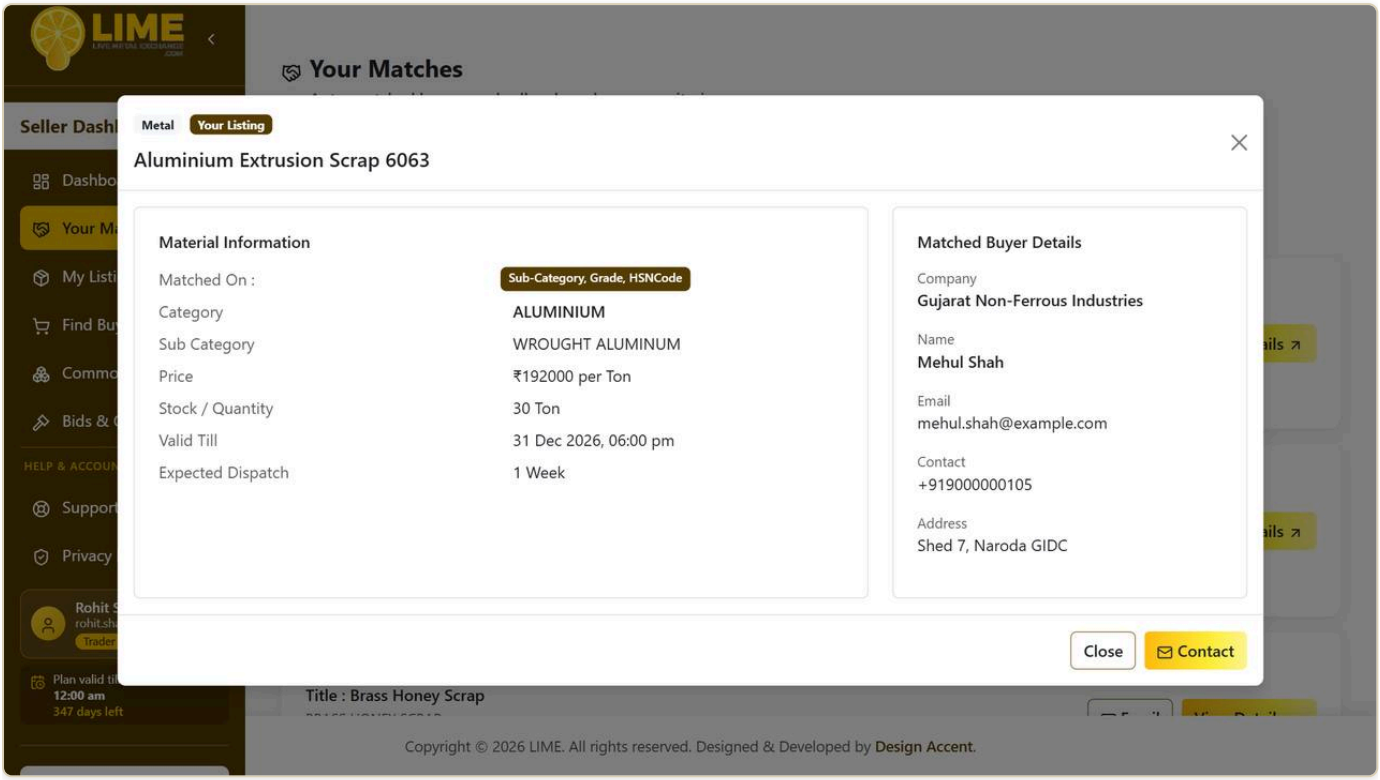
3.2 Your Matches

Buyers that need what you sell, found for you automatically.

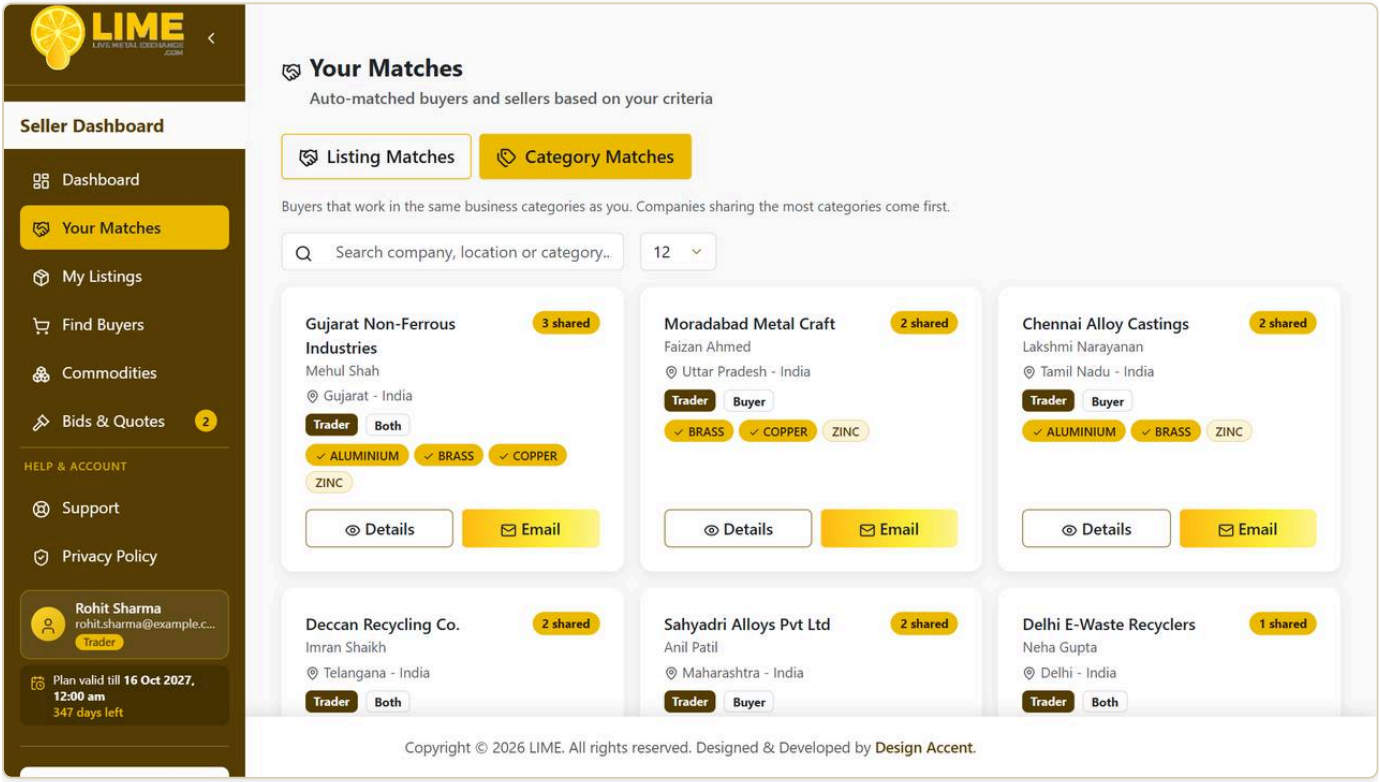
4 Tab **Listing Matches**: one card for each buyer requirement in the **same sub category** as one of your active listings. Each card shows your listing title, the matched buyer, valid till, unit and category. Use the search box and the page-size list to find a match.



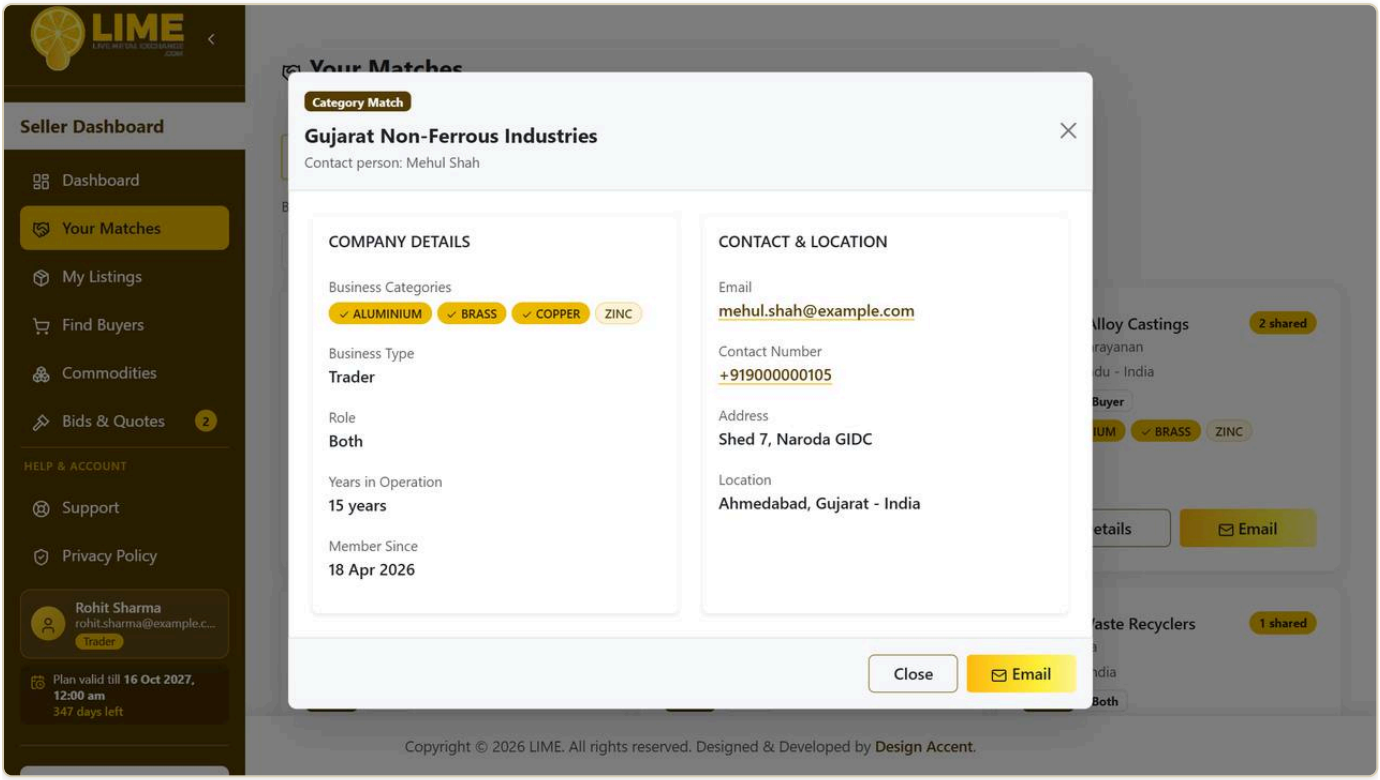
5 **View Details** shows what the match was found on (sub category, grade, HSN code, brand), your listing details and the buyer's contact details.



6 Tab **Category Matches**: buyer companies that work in the same **business categories** as you (from your Profile), most shared categories first. The gold badge shows how many categories you share. Click **Details** or **Email**. If you have not chosen your business categories yet, the tab asks you to: click **Go to my profile** and pick them.



7 **Details** shows the company's categories, business type, role, years in operation, member since date, email, phone and address.

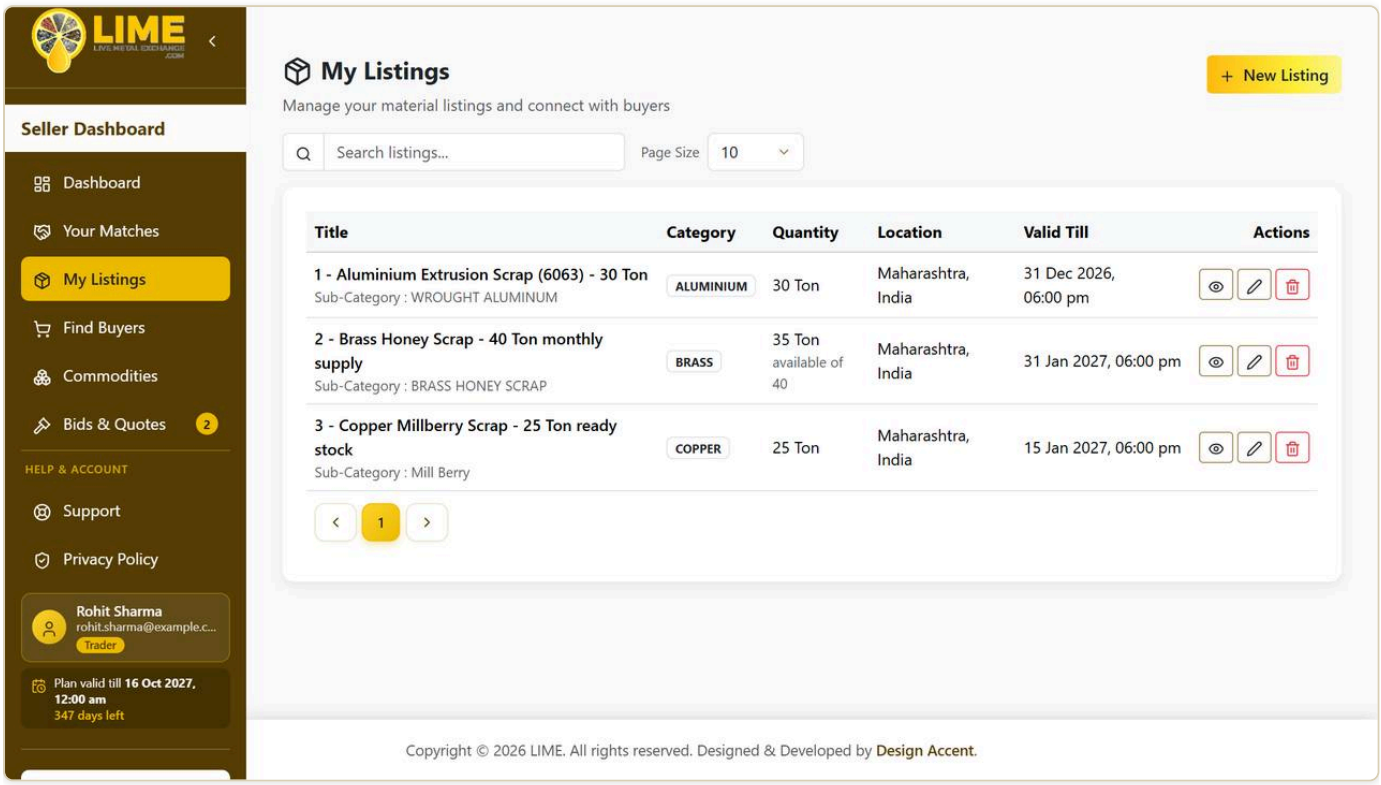


> Matches appear as soon as a matching requirement is posted - no need to refresh or wait for an email. Expired listings and requirements are never matched.

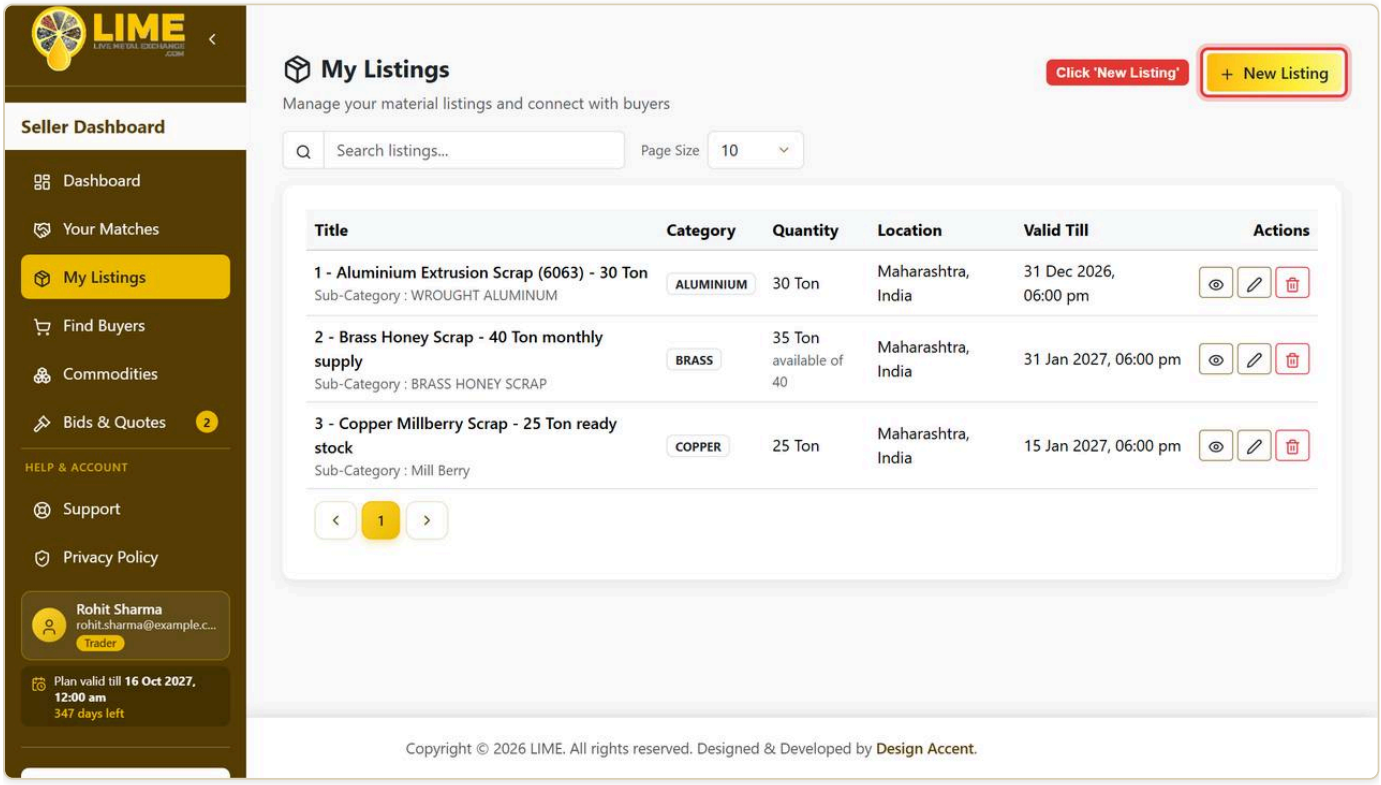
3.3 My Listings - put your material on the market

All your listings, active and expired, in one table.

8 The table shows each listing's title and sub category, category, quantity (with how much is still available after accepted bids), location and valid-till date. Expired listings show a red **Expired** badge. Use the search box and page size to find a listing.

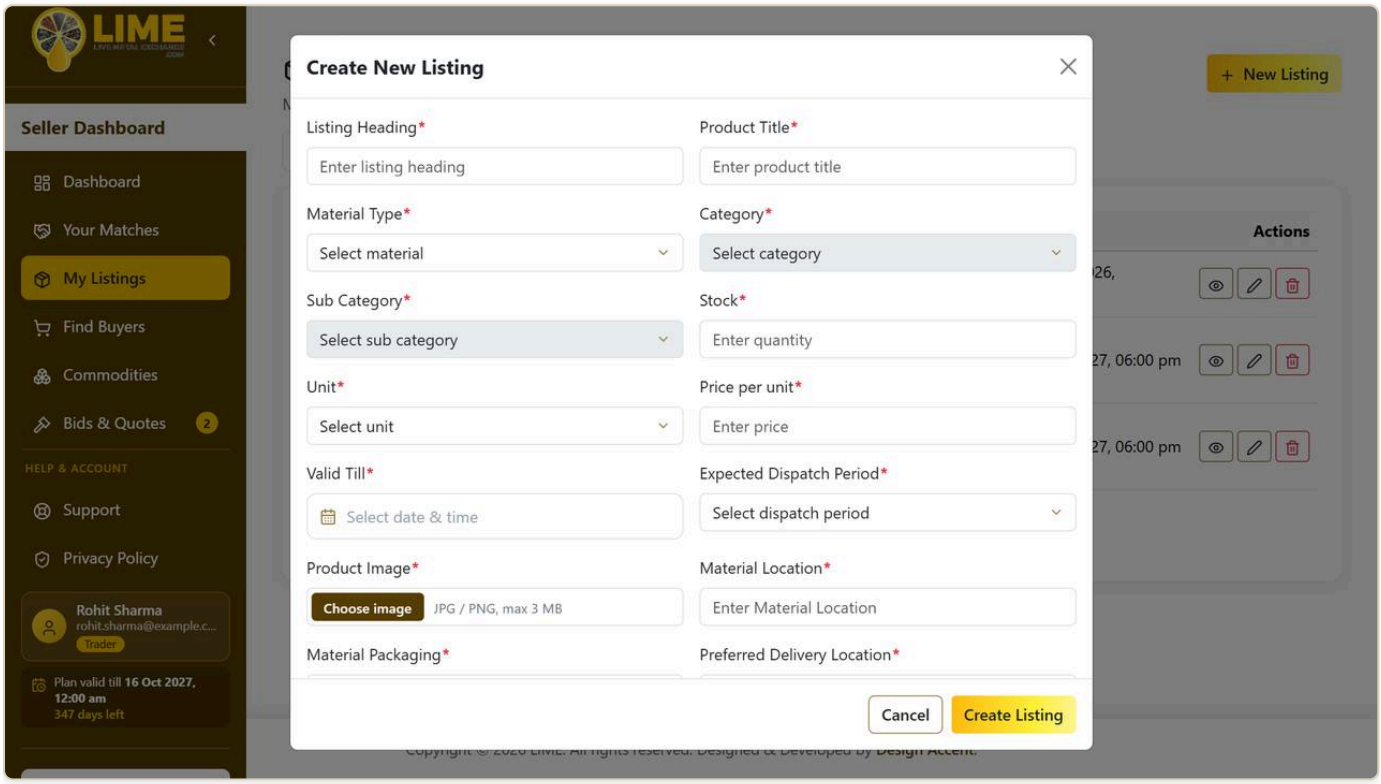


9 To sell something new, click **New Listing**.



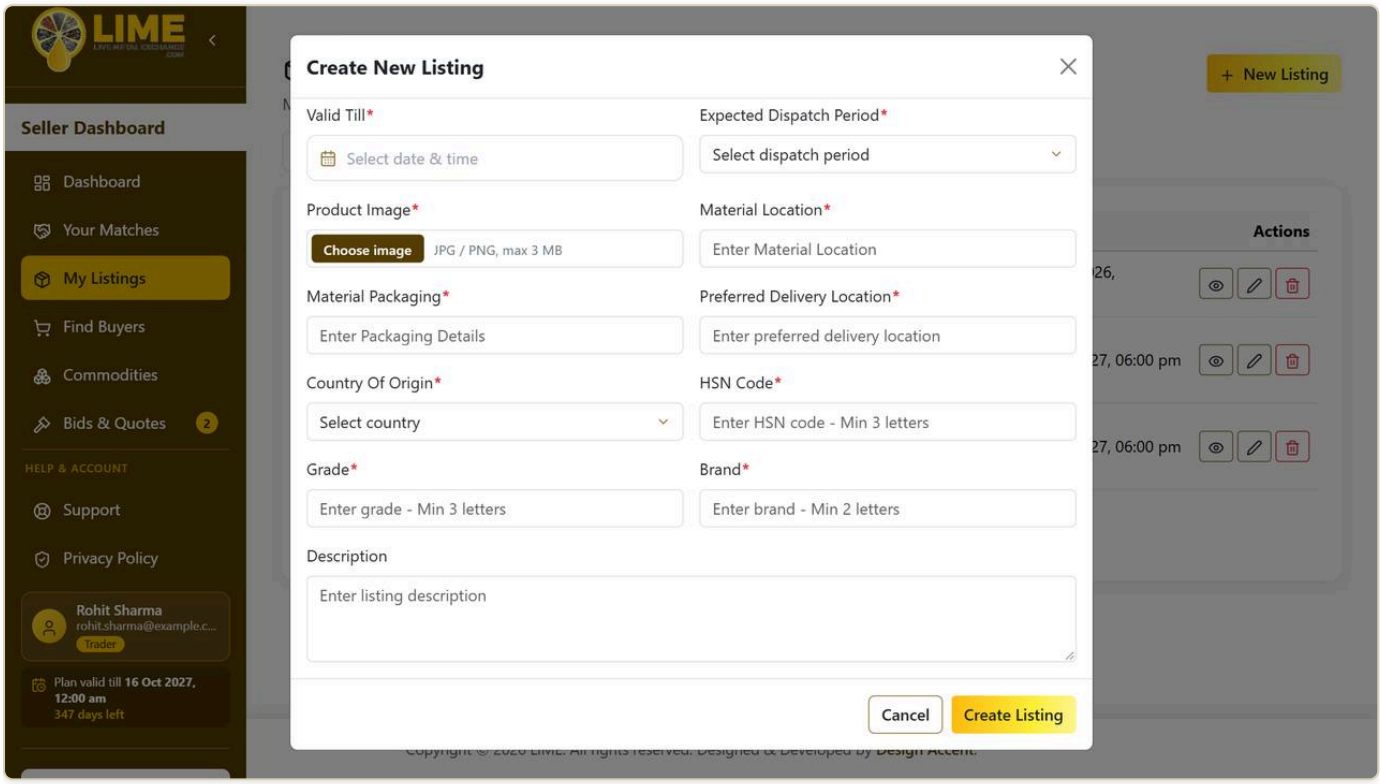
10 Fill in the **Create New Listing** form. All fields with * are required:

- **Listing Heading** (what buyers see first) and **Product Title**.
- **Material Type** - **Category** - **Sub Category**. Matching with buyers is done on the sub category, so choose it carefully. Changing the category clears the sub category.
- **Stock**, **Unit** (Kg / Ton / Pieces) and **Price per unit** - buyers cannot bid below this price.
- **Valid Till** (date and time) - the listing is live until then.
- **Expected Dispatch Period**.



11 Scroll down for the rest of the form:

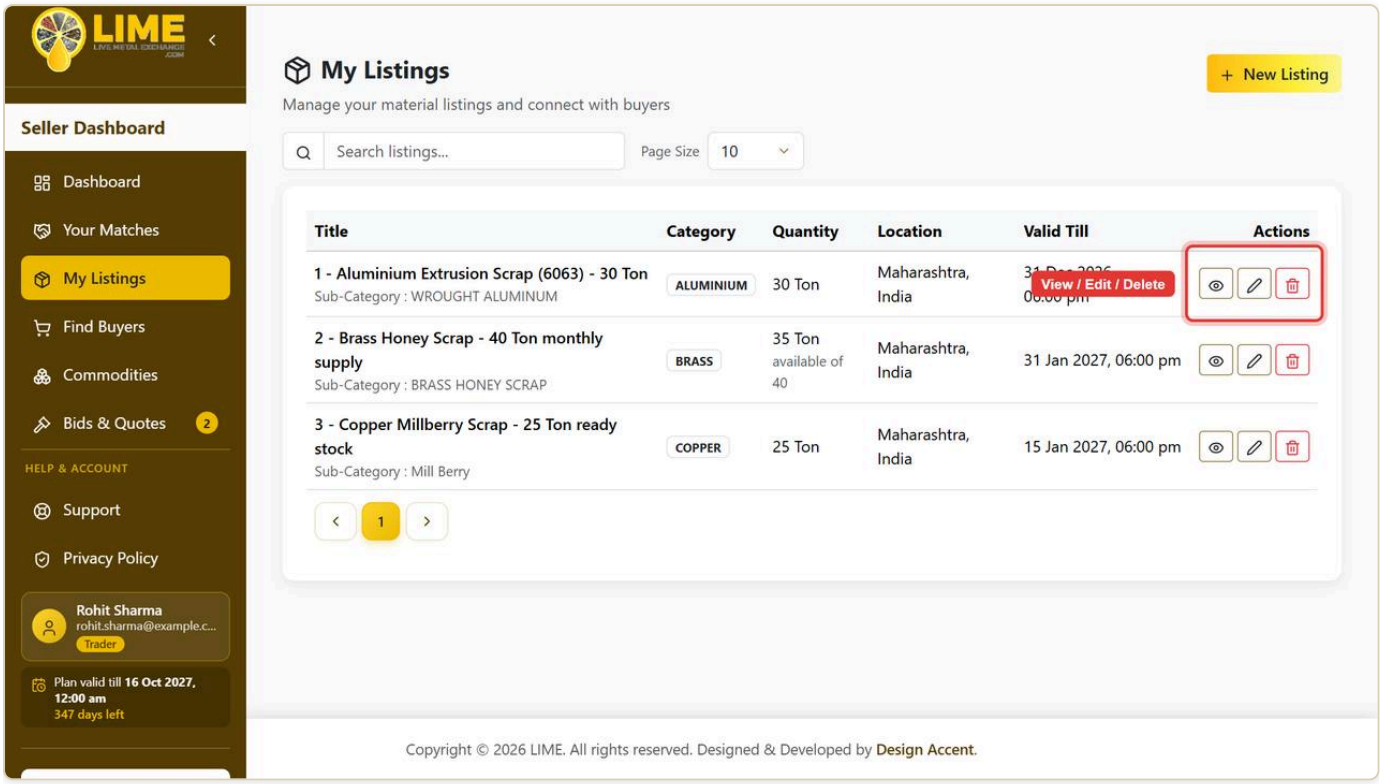
- **Product Image** - click **Choose image** (JPG / PNG, max 3 MB).
- **Material Location**, **Material Packaging**, **Preferred Delivery Location**, **Country of Origin**.
- **HSN Code**, **Grade** and **Brand** - start typing and pick a suggestion, or type a new value.
- **Description** (optional) - anything else buyers should know.



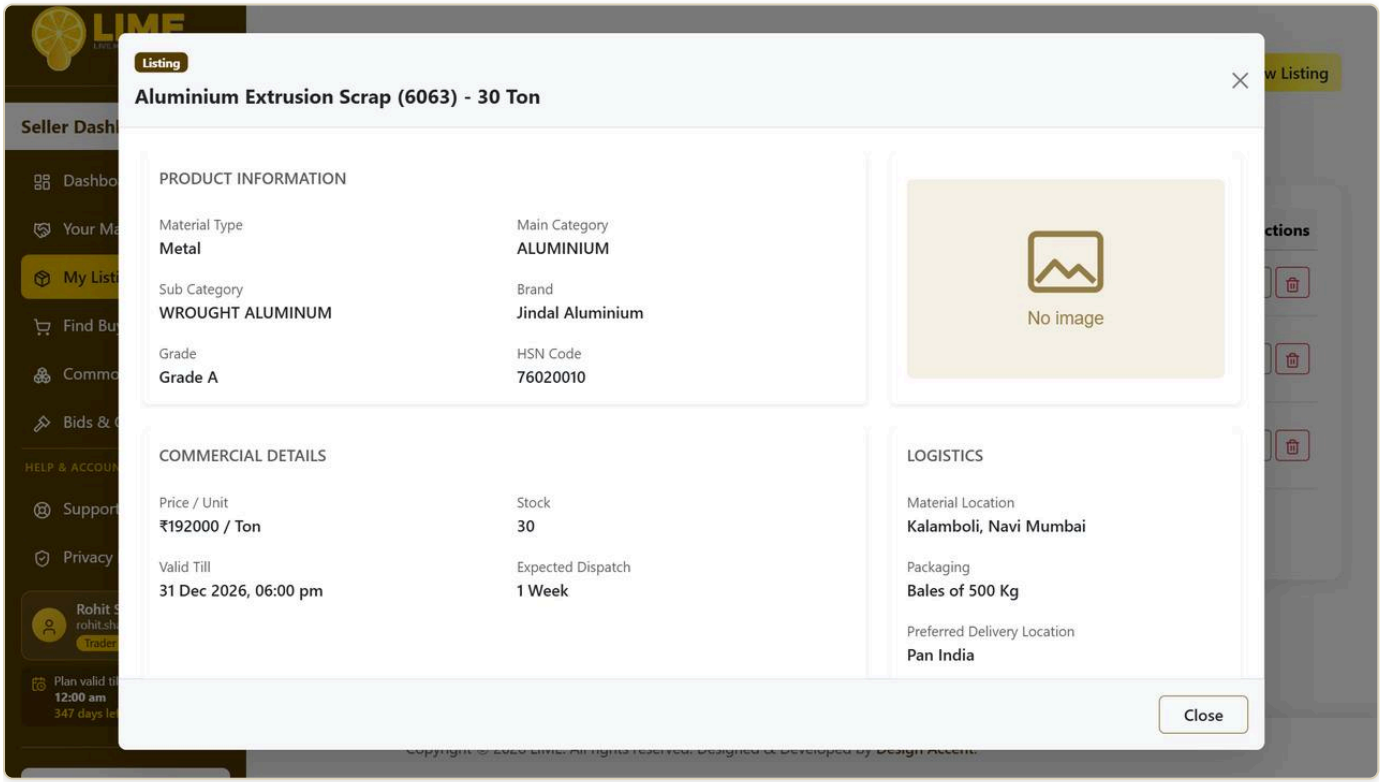
12 Click **Create Listing**. The listing appears in My Listings, on the Commodities page for all buyers, and is matched with buyer requirements straight away. **Cancel** closes the form without saving.

> If a required field is missing, it is marked red and the cursor jumps to it.

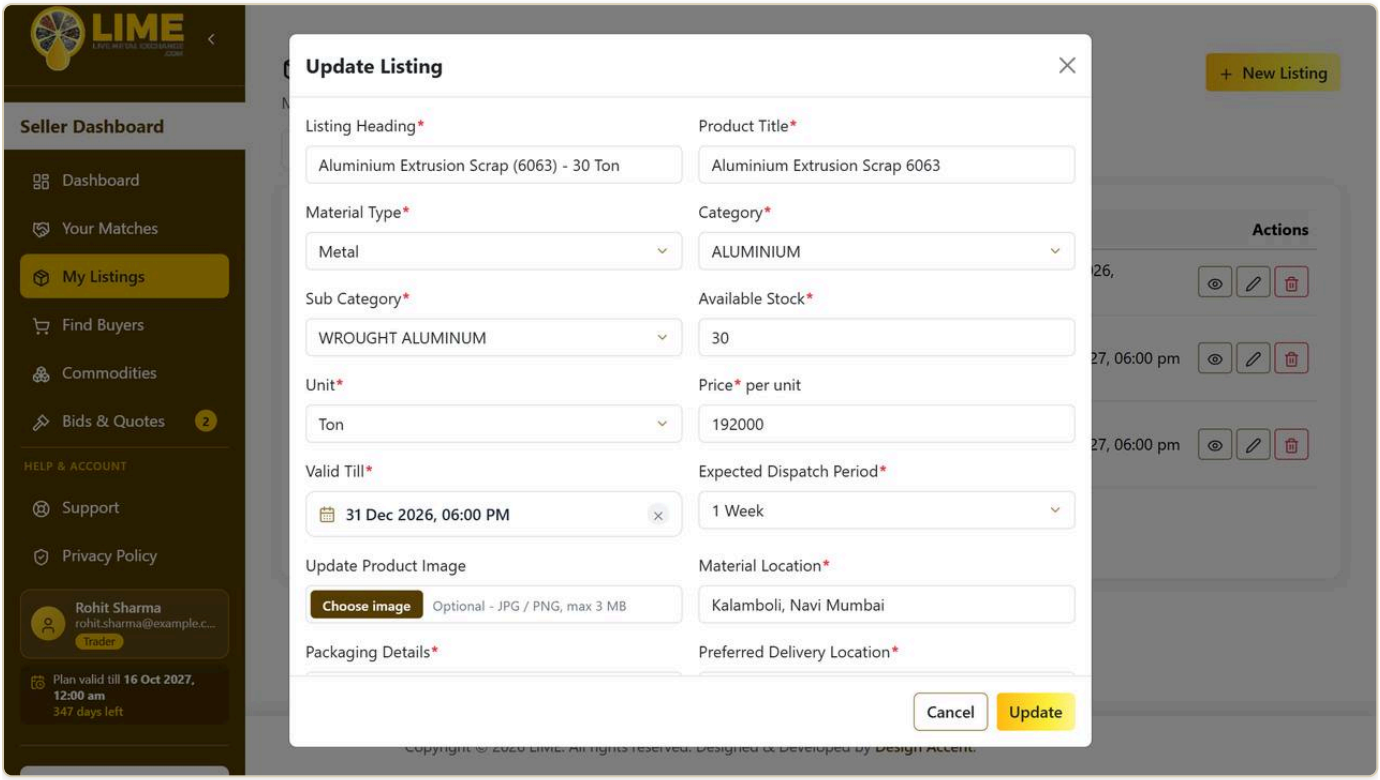
13 Each row has three action buttons: **View** (eye), **Edit** (pencil) and **Delete** (bin).



14 **View** shows the full listing: product information, commercial details (price, stock, valid till, dispatch) and logistics.

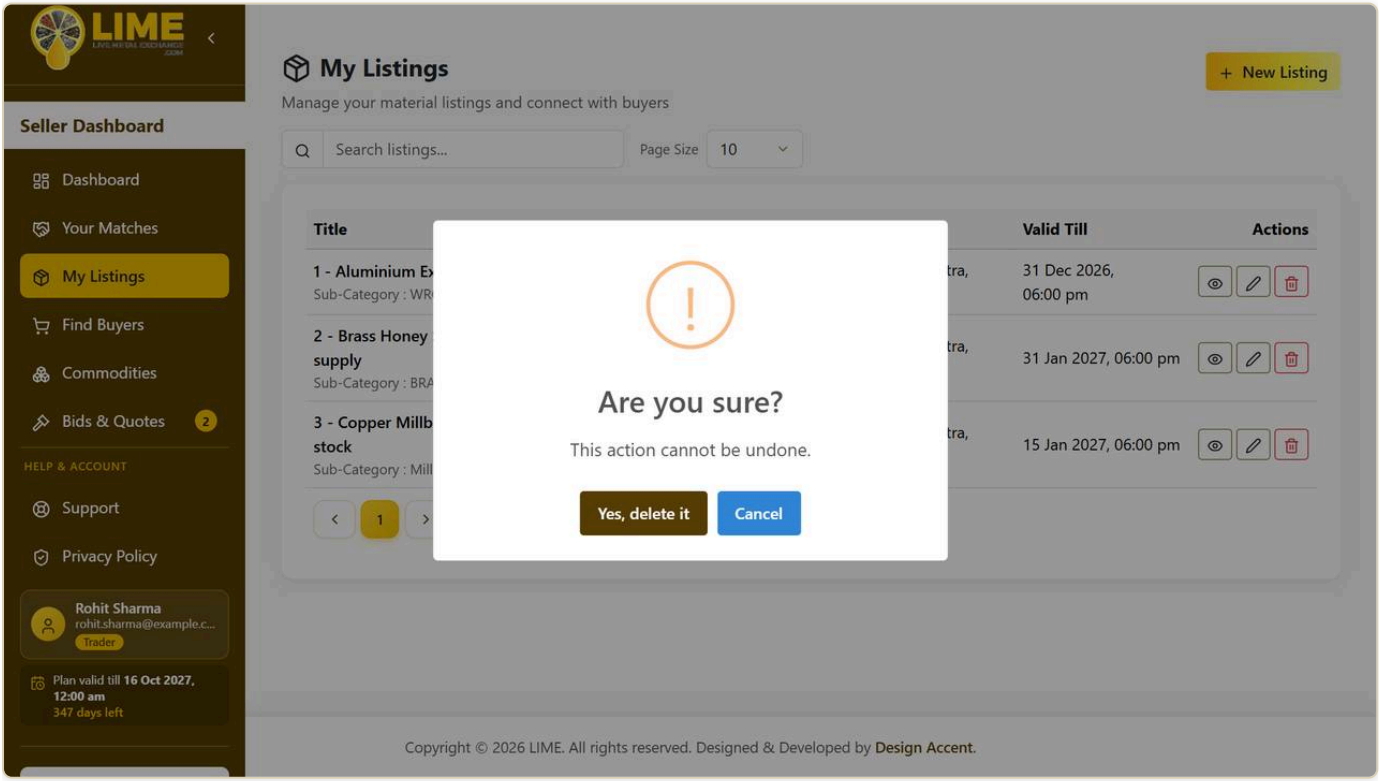


15 **Edit** opens the **Update Listing** form with the current values. Change what you need and click **Update**. The stock field is the **Available Stock** (what is left after accepted bids).



> An expired listing cannot be edited - the pencil is greyed out. Create a new listing instead.

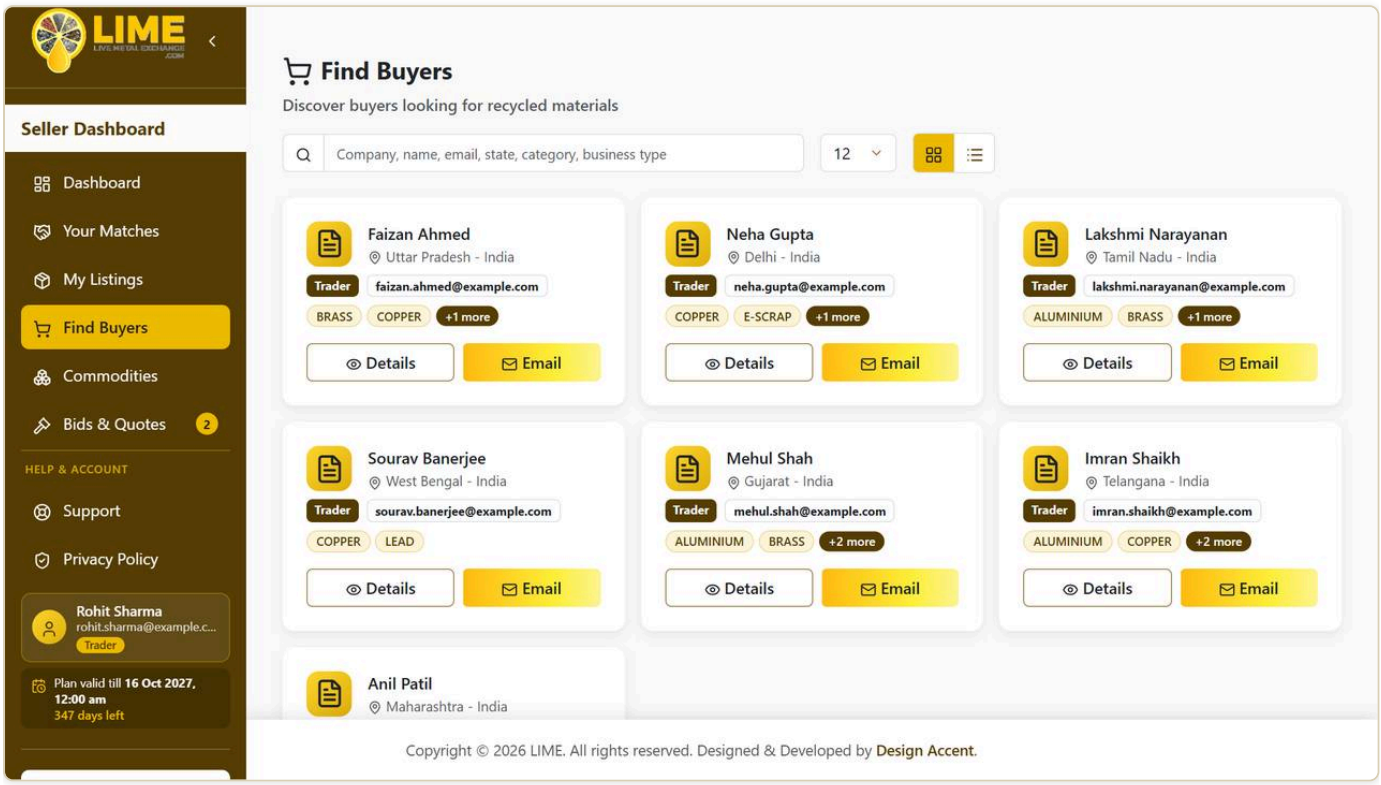
16 **Delete** asks **Are you sure?**. Click **Yes, delete it** to remove the listing, or **Cancel** to keep it. If buyers have open bids on the listing, they are told the listing has ended.



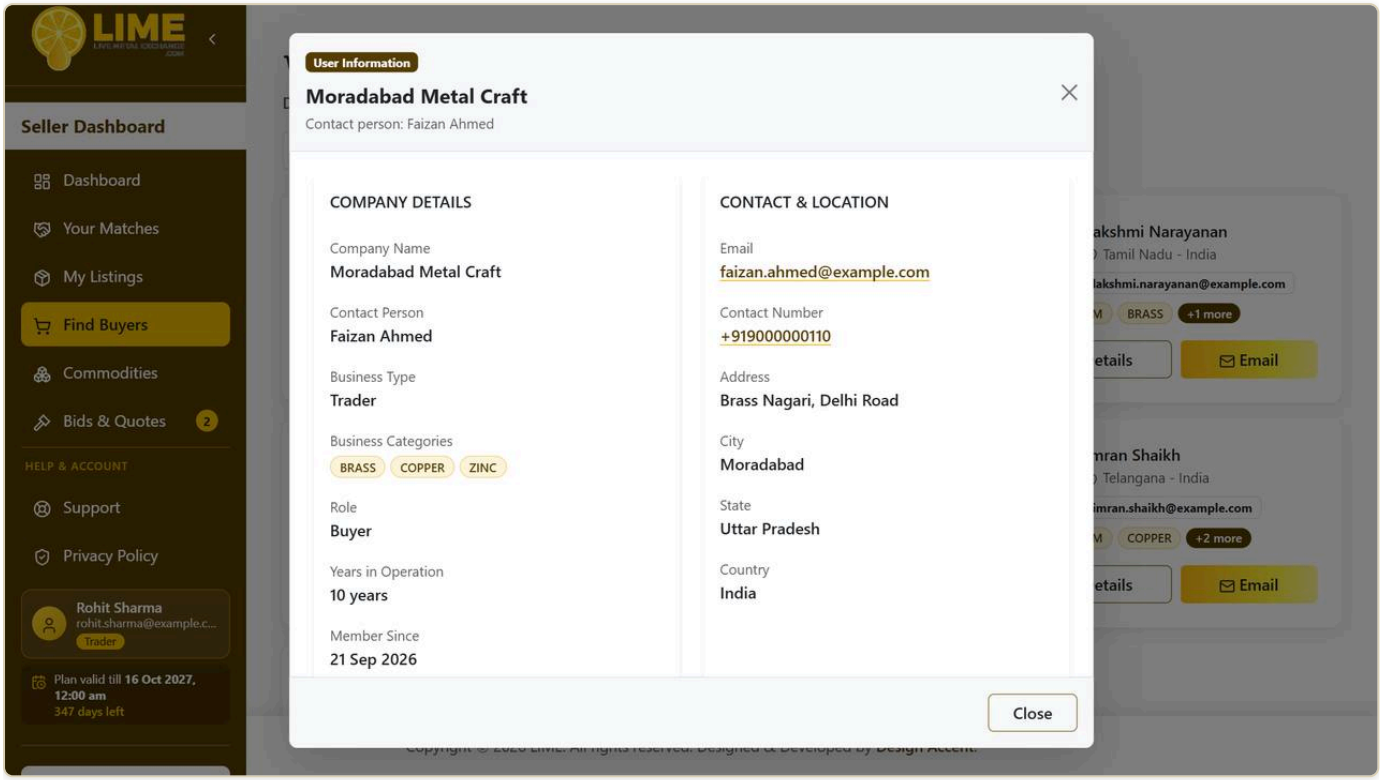
3.4 Find Buyers

A directory of every buyer company on LIME (Buyer and Both accounts).

17 Each card shows the company, location, business type, role, email and business categories. Search by company, name, email, state, category or business type. Switch between card and list view with the two buttons next to the page size.



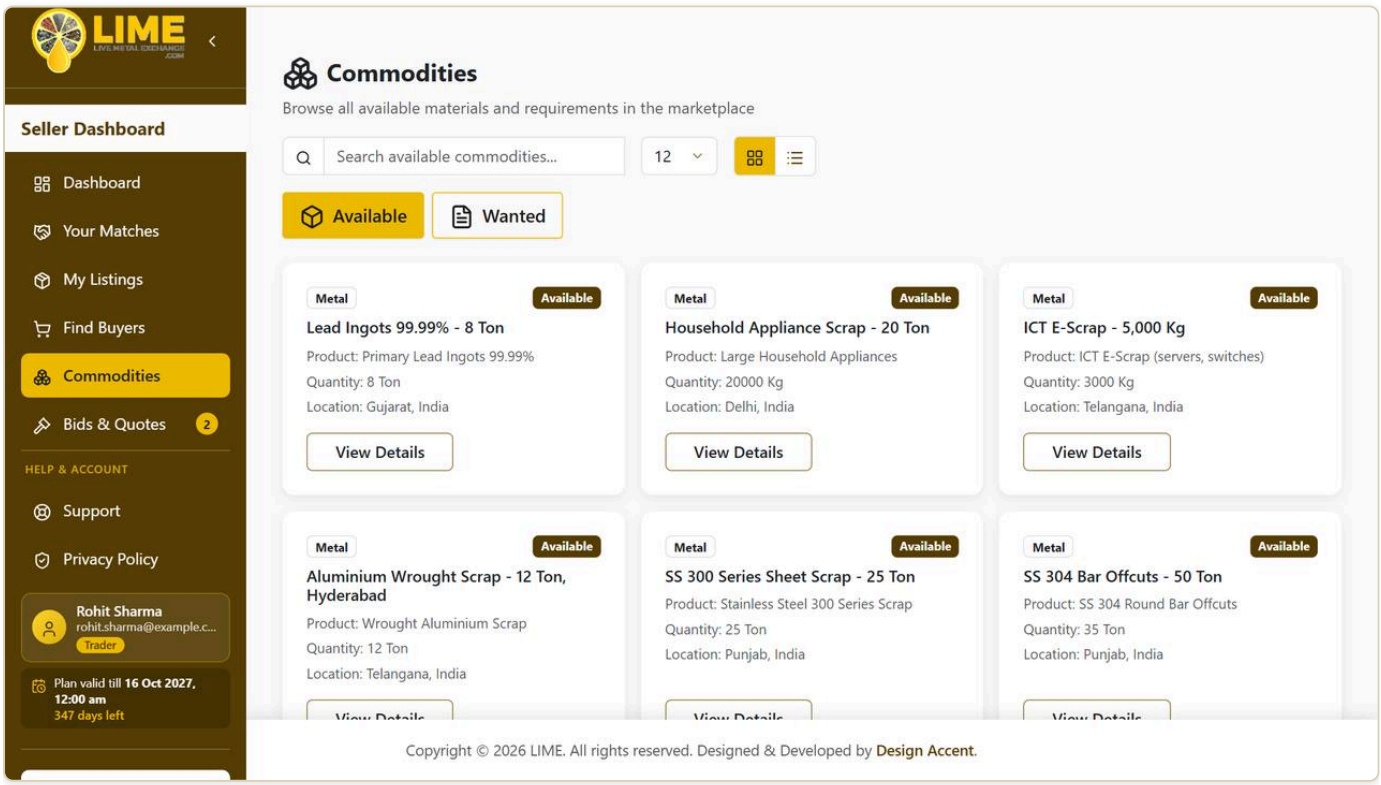
18 **Details** opens the company's full profile with contact and location. **Email** opens a new mail to the company.



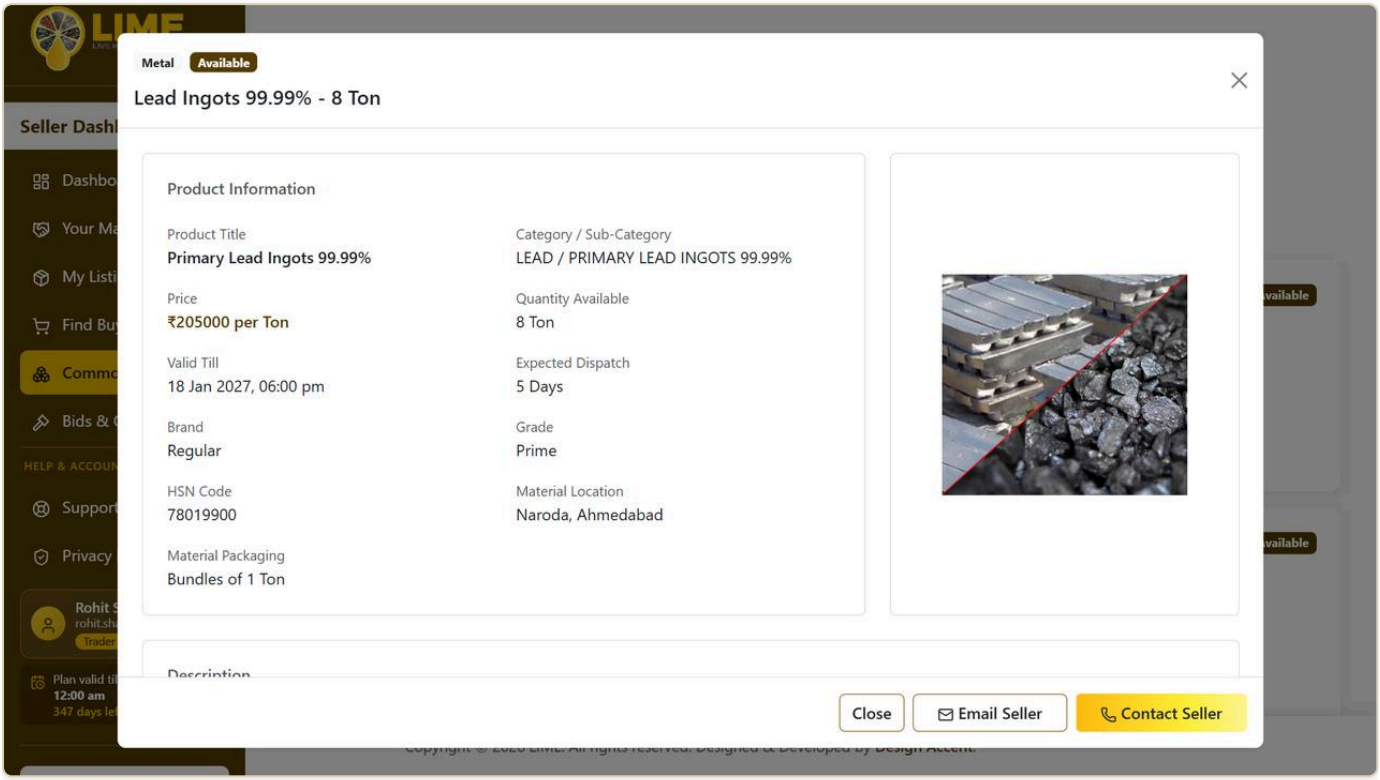
3.5 Commodities - the market

Everything on offer and everything wanted on LIME right now.

19 Tab **Available** lists every live listing on the platform (yours included). Use search, page size and card / list view. Click **View Details** on a card.

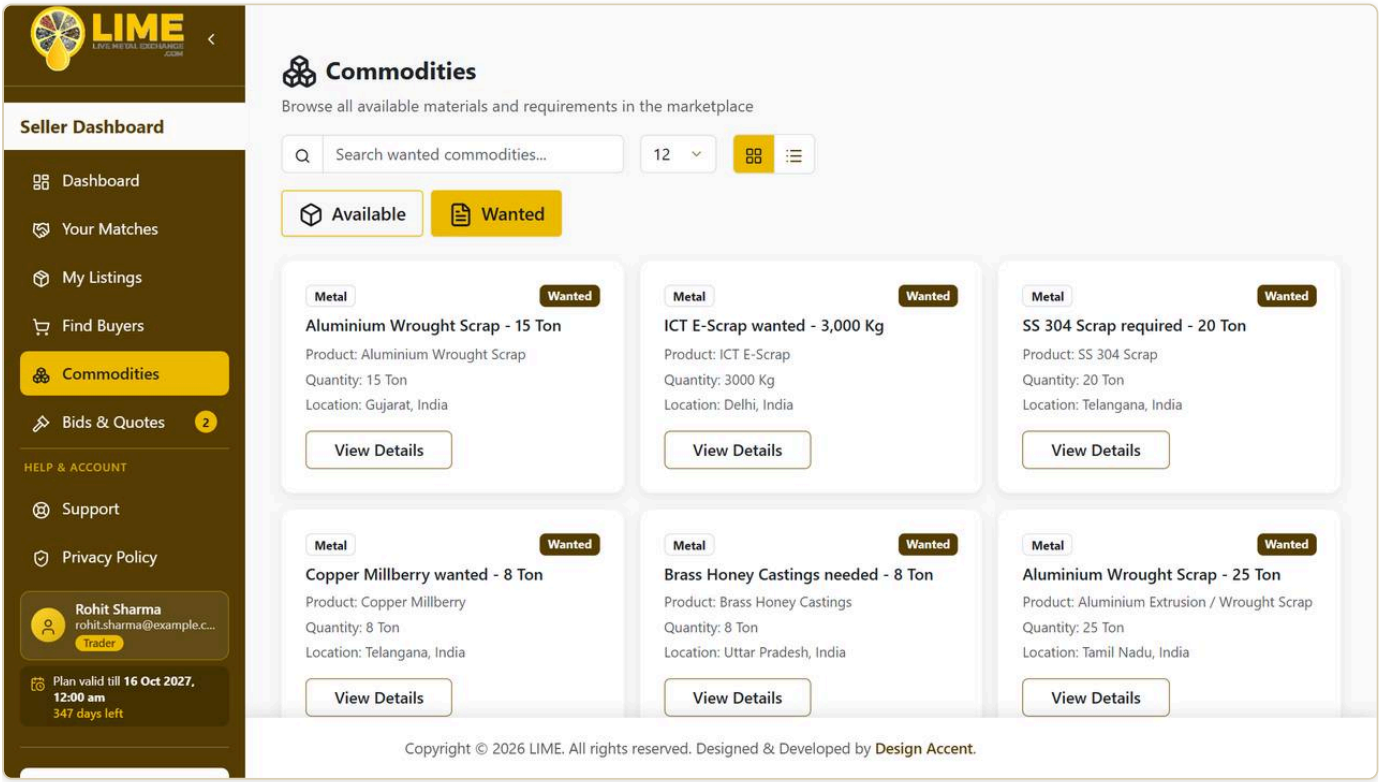


20 The details window shows the product, price, quantity available, grade, brand, HSN code and location, plus the seller's company details. **Email Seller** and **Contact Seller** reach the seller directly.

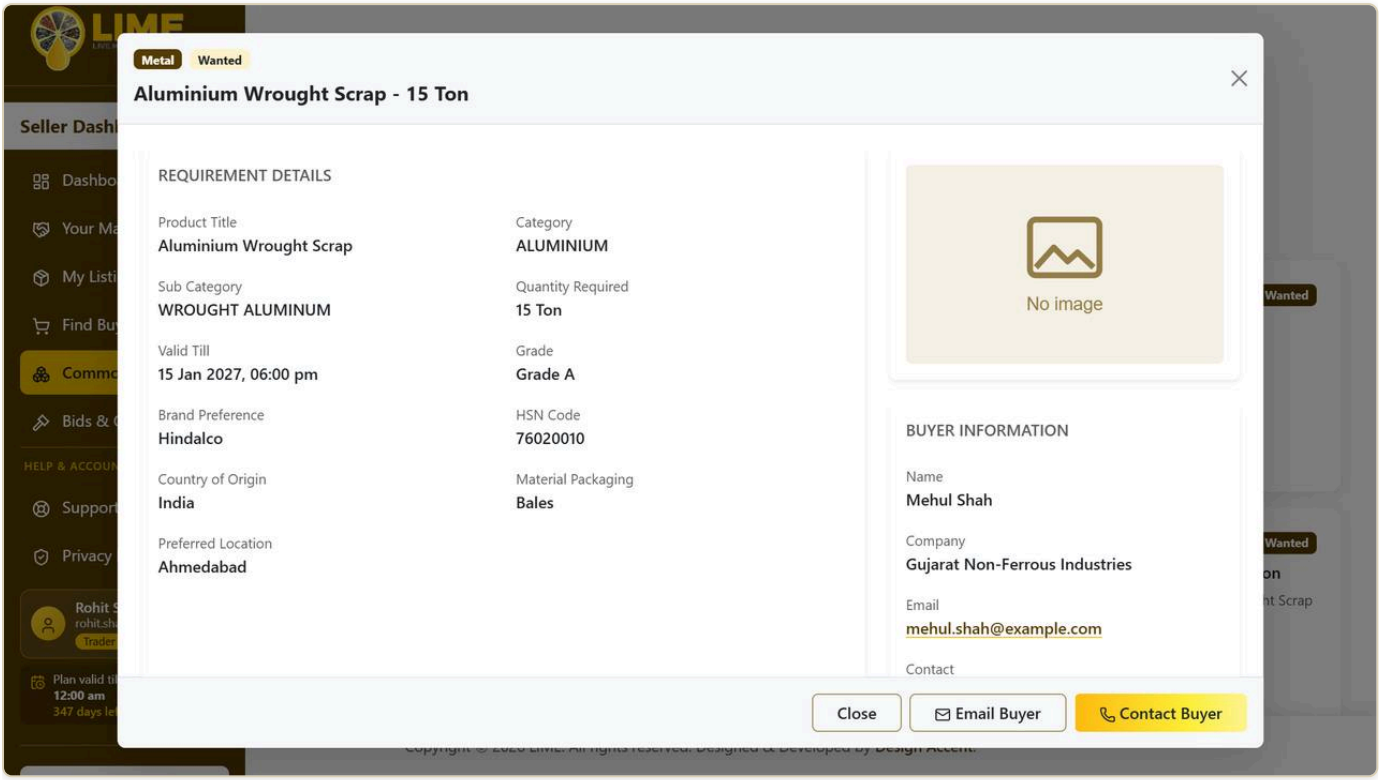


As a Seller you cannot bid on listings (bidding is for buyers). On your own listings you see how many bids they have.

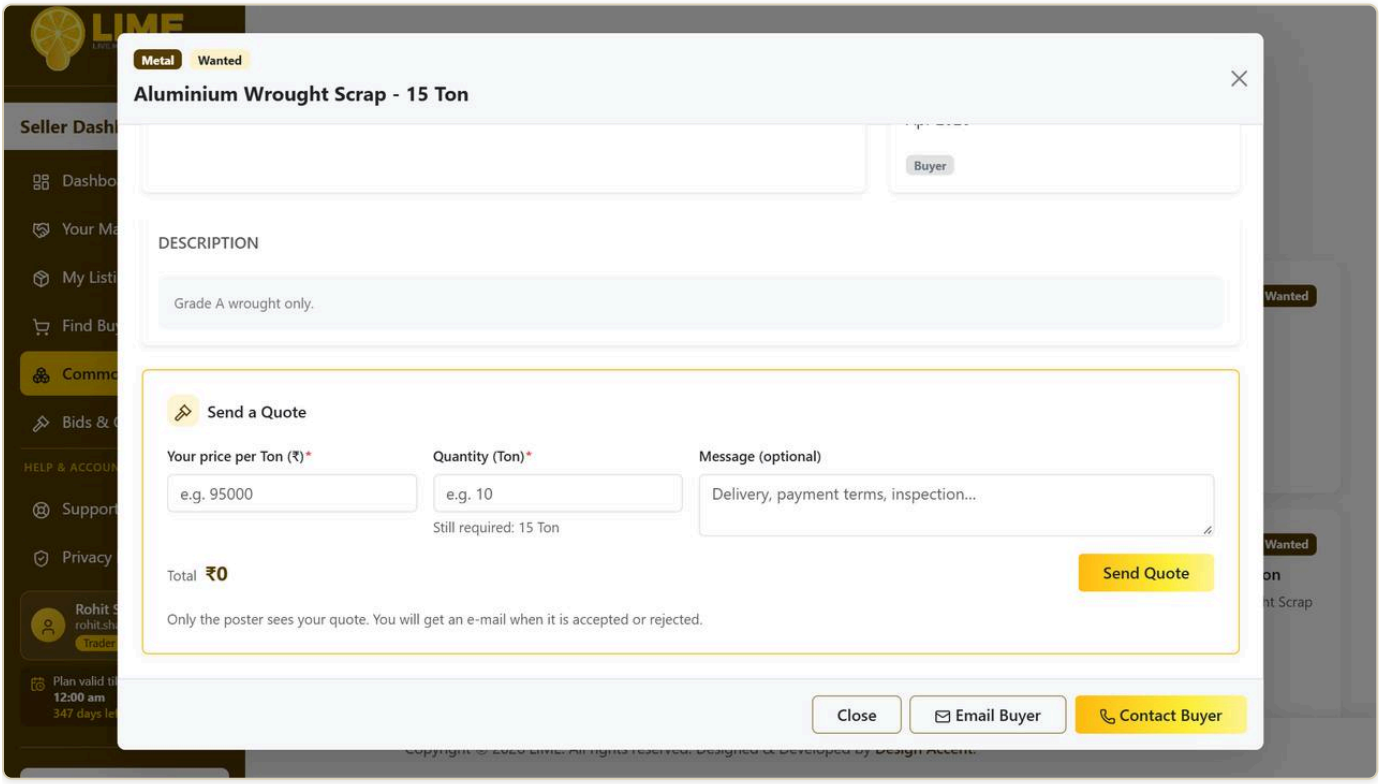
21 Tab **Wanted** lists every live buyer requirement. This is where you find buyers for your material.



22 **View Details** on a requirement shows what the buyer needs (quantity, grade, brand, HSN code, packaging, preferred location) and the buyer's company details.



23 Scroll down to **Send a Quote**: type **Your price per unit**, the **Quantity** you can supply (up to the quantity still required) and an optional **Message** (payment, delivery terms, inspection, ...). The **Total** is calculated for you. Click **Send Quote**.

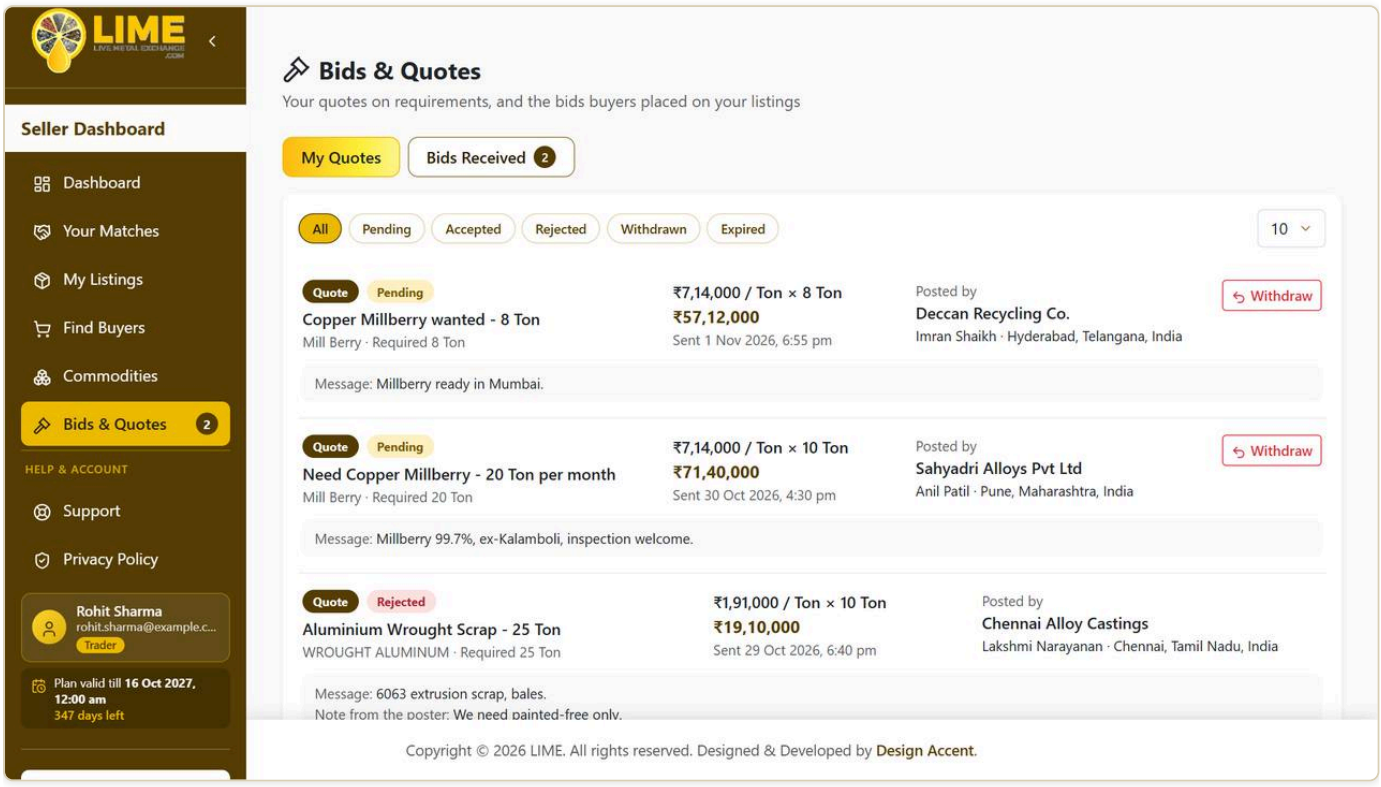


> Only the buyer who posted the requirement sees your quote. You get an email when it is accepted or rejected, and a notification pops up on screen if you are logged in.

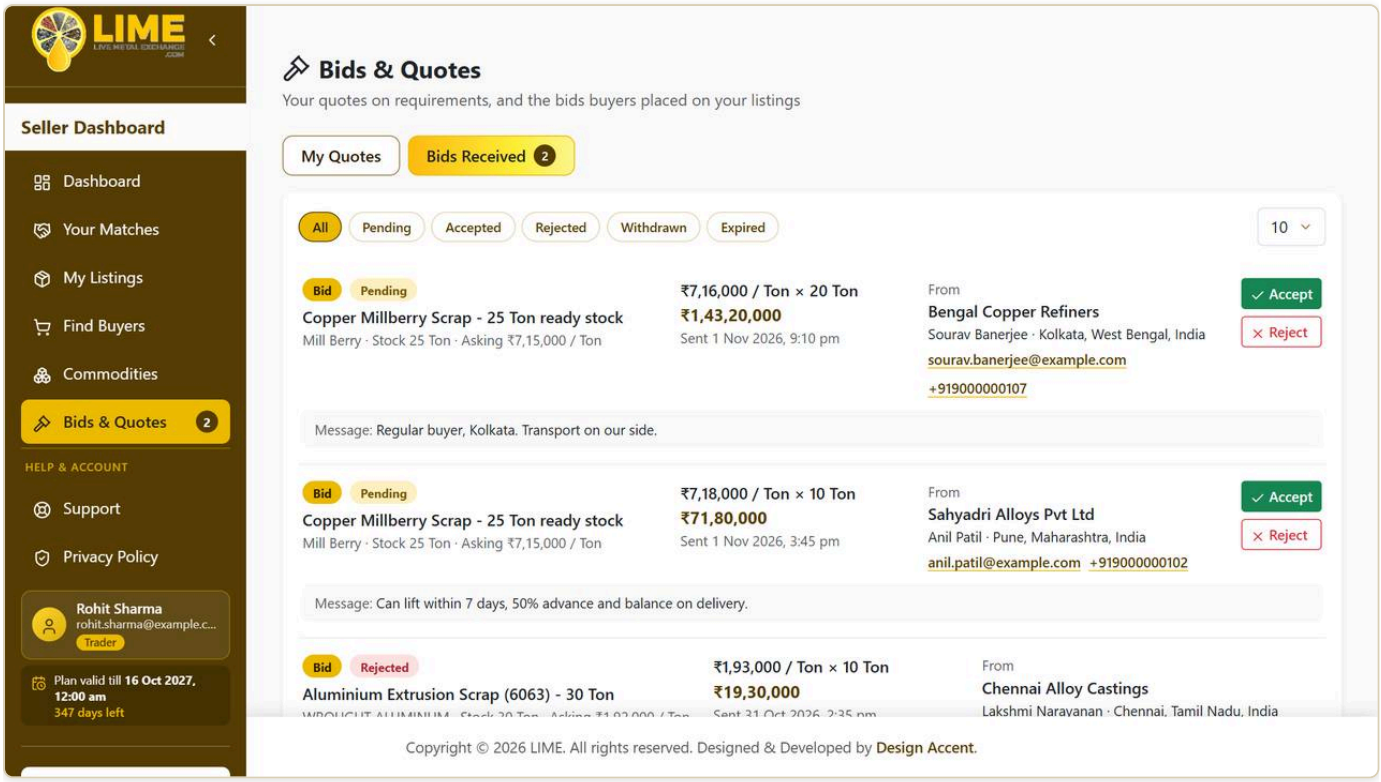
3.6 Bids & Quotes

Follow the quotes you sent and answer the bids buyers placed on your listings.

24 Tab **My Quotes**: every quote you sent on buyers' requirements, with your price, quantity, total, status and the buyer's contact. Filter by status: **All**, **Pending**, **Accepted**, **Rejected**, **Withdrawn**, **Expired**. While a quote is still pending you can **Withdraw** it.



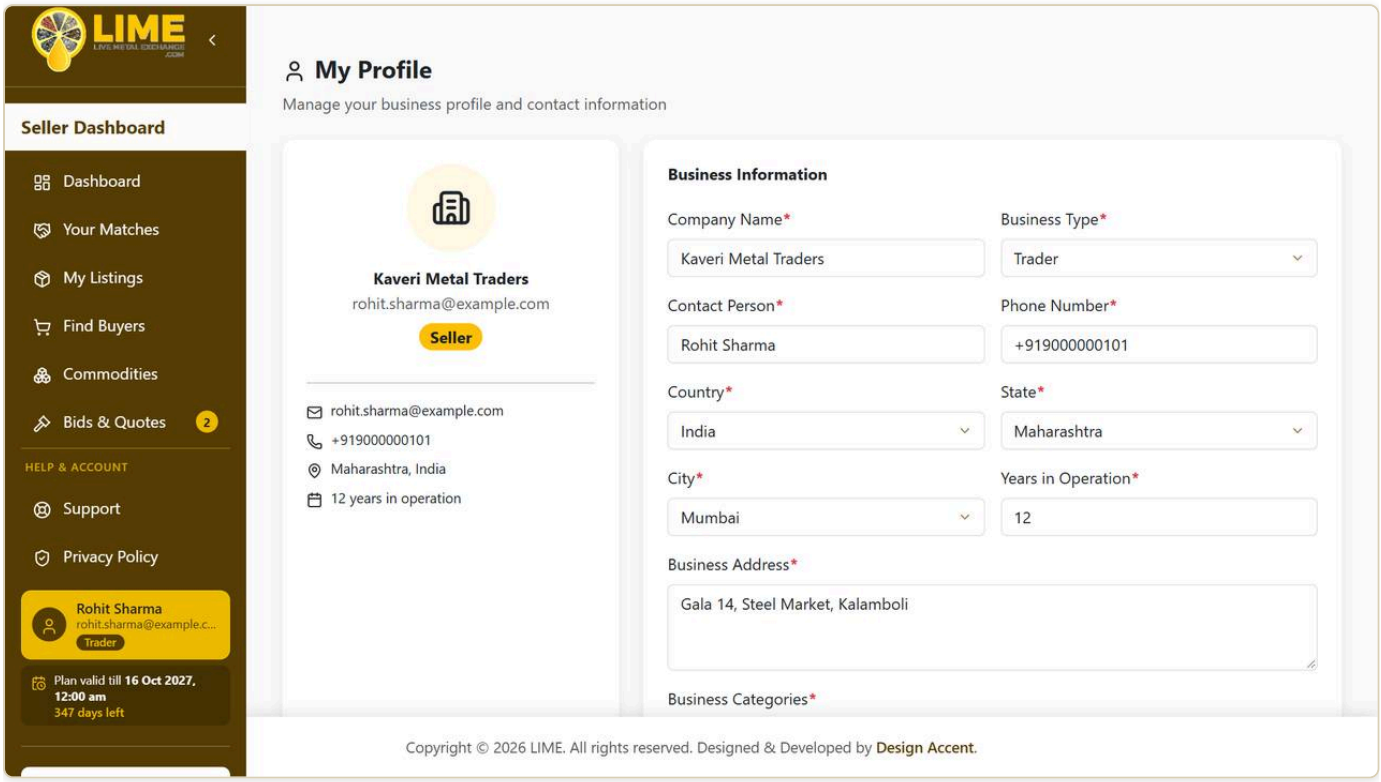
25 Tab **Bids Received**: bids that buyers placed on your listings - the buyer's price, quantity, total, message and contact details. On a **Pending** bid click **Accept** or **Reject** (you can add a note for the buyer). Accepting lowers the available stock of the listing everywhere at once.



Expired means the listing or requirement ended (deleted or past its valid-till date) before the bid was answered. The deal itself (payment, delivery) is done directly between the two companies.

3.7 Profile

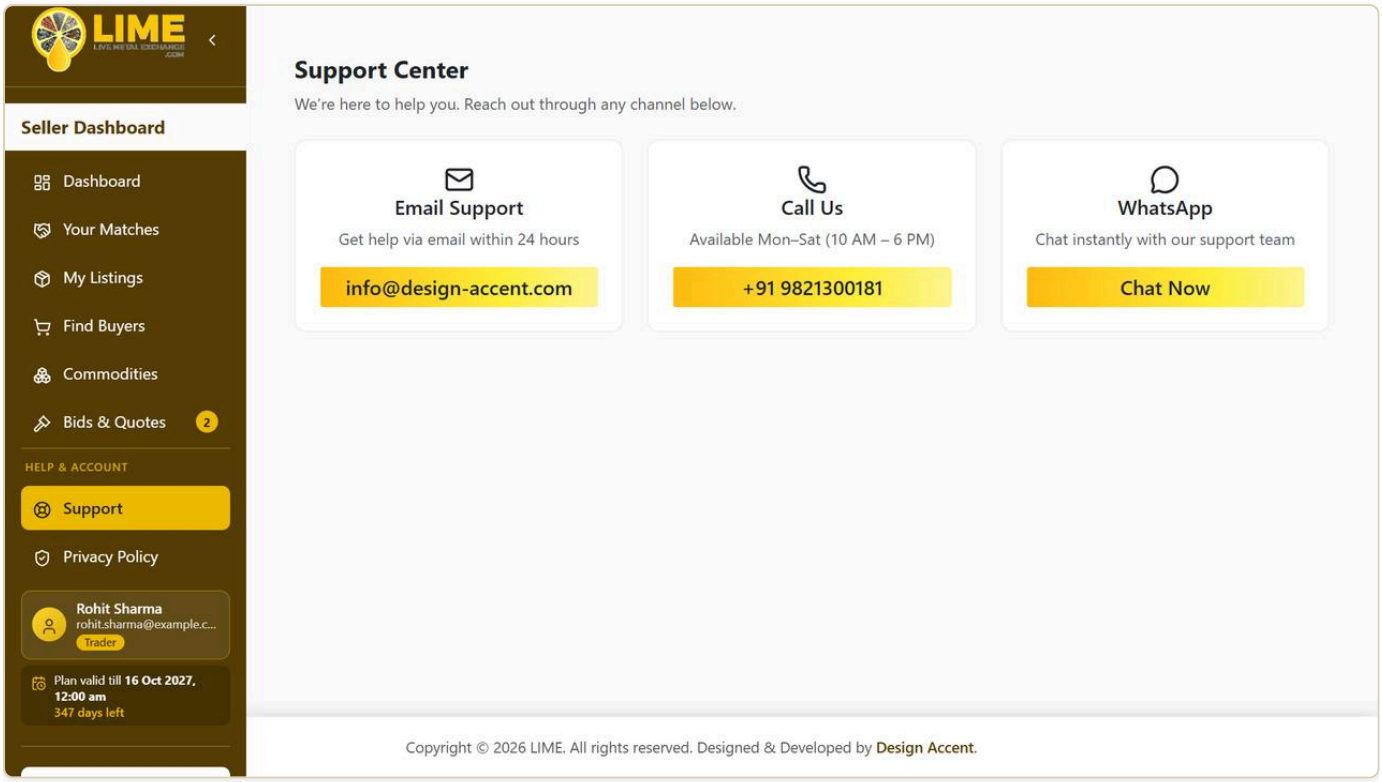
26 Open **Profile** from your account card in the menu. Update company name, business type, contact person, phone, country / state / city, years in operation, address and your **Business Categories** (used for Category Matches). Click **Save Profile**.



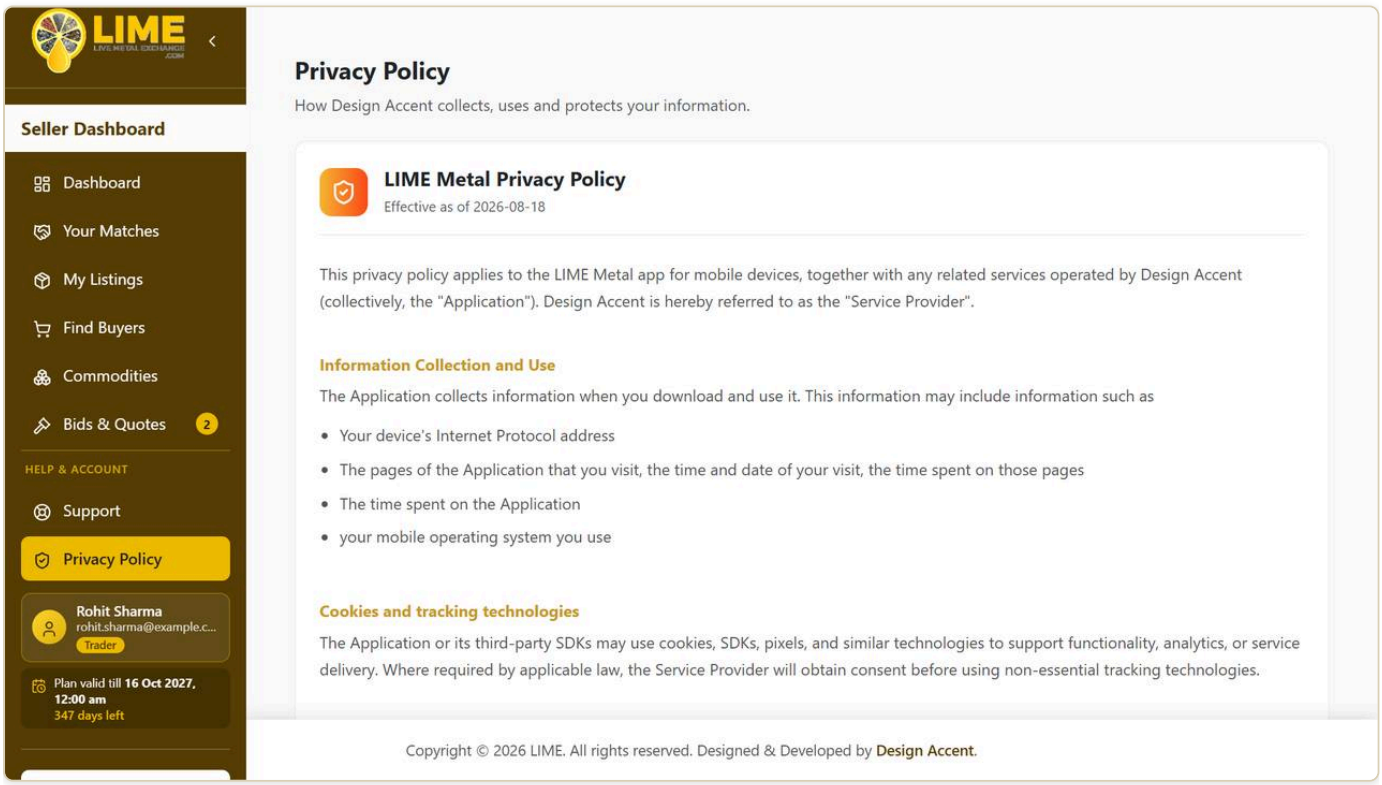
> Your email cannot be changed - it is your login.

3.8 Support, Privacy Policy and Log Out

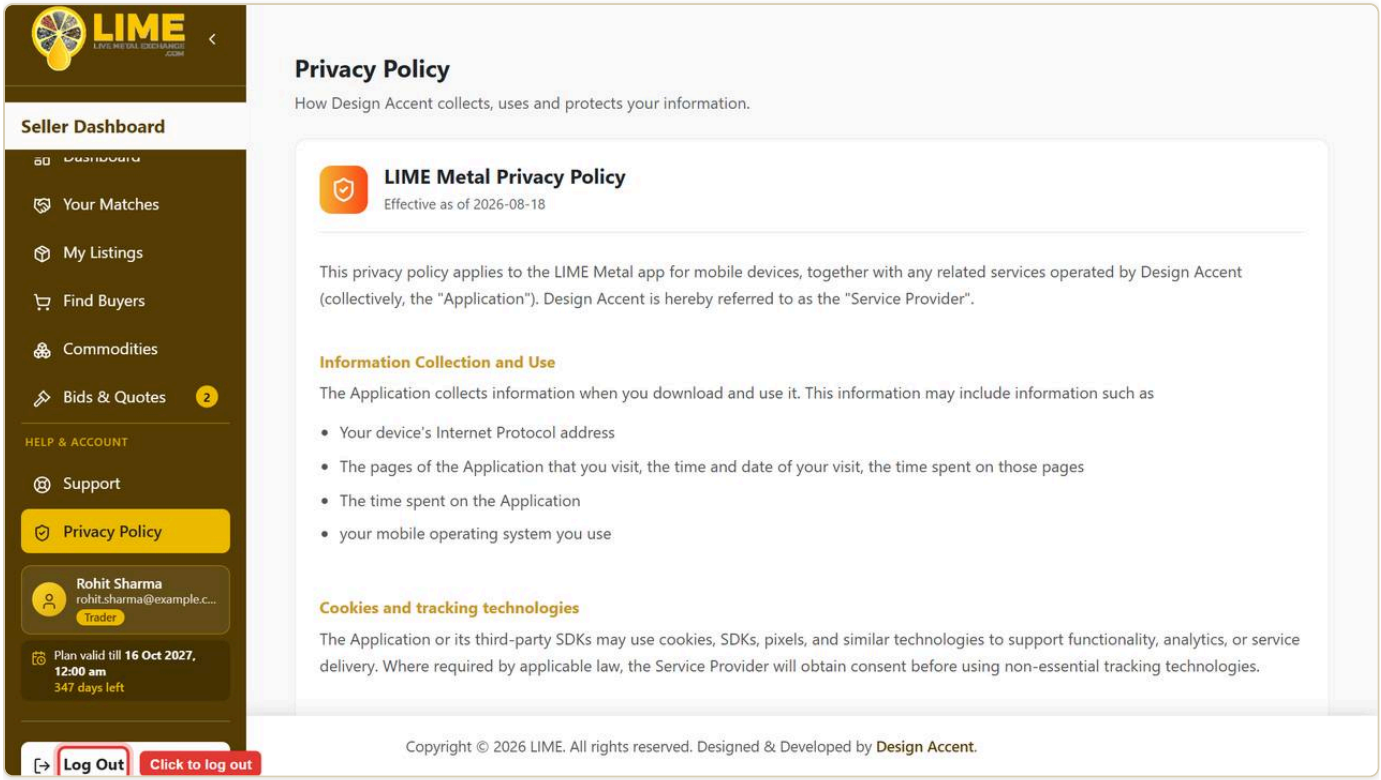
27 **Support** gives you three ways to reach the LIME team: **Email Support**, **Call Us** (Mon-Sat, 10 AM - 6 PM) and **WhatsApp** chat.



28 **Privacy Policy** explains how your data is collected, used and protected.



29 When you are done, click **Log Out** at the bottom of the menu. Next time, log in again with your email and a new code (section 2).



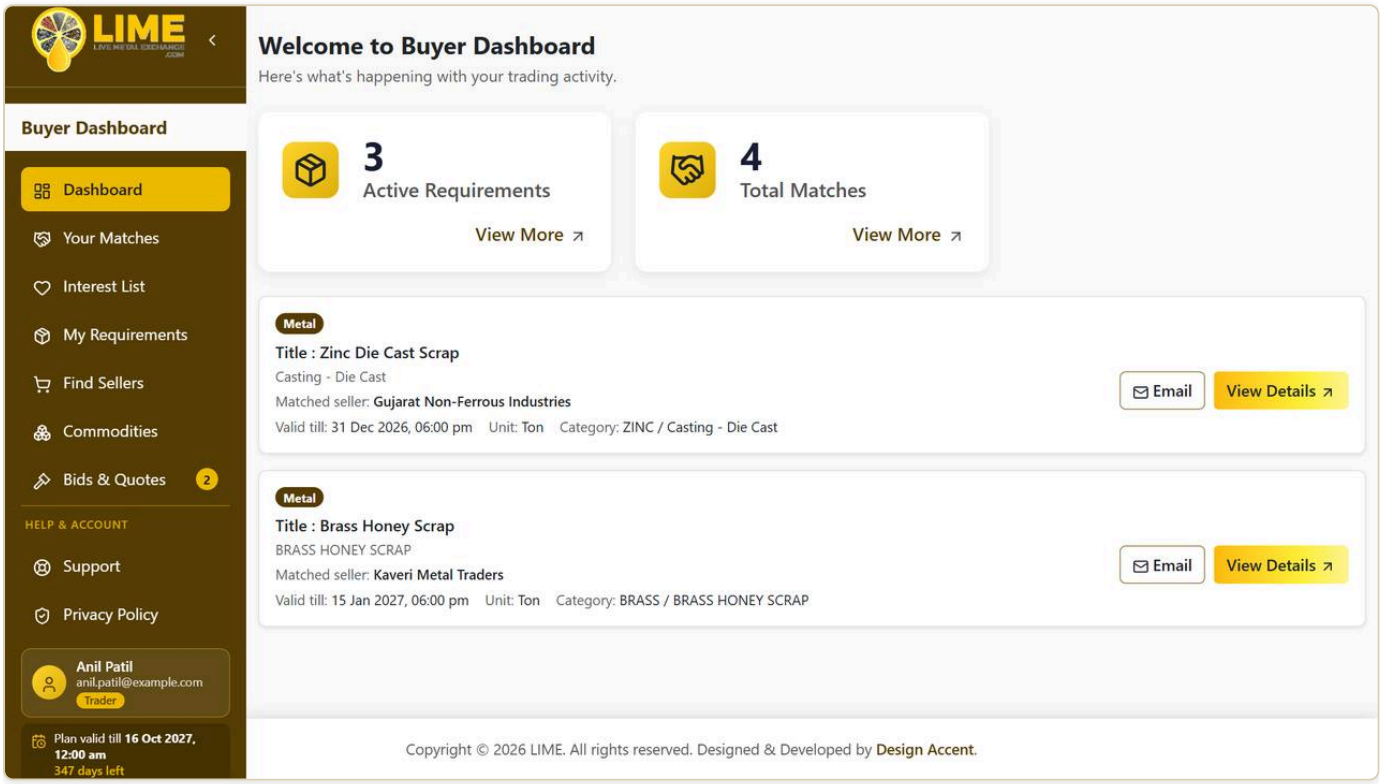
4 Buyer account

For companies that buy material: post what you need, find sellers and bid on listings.

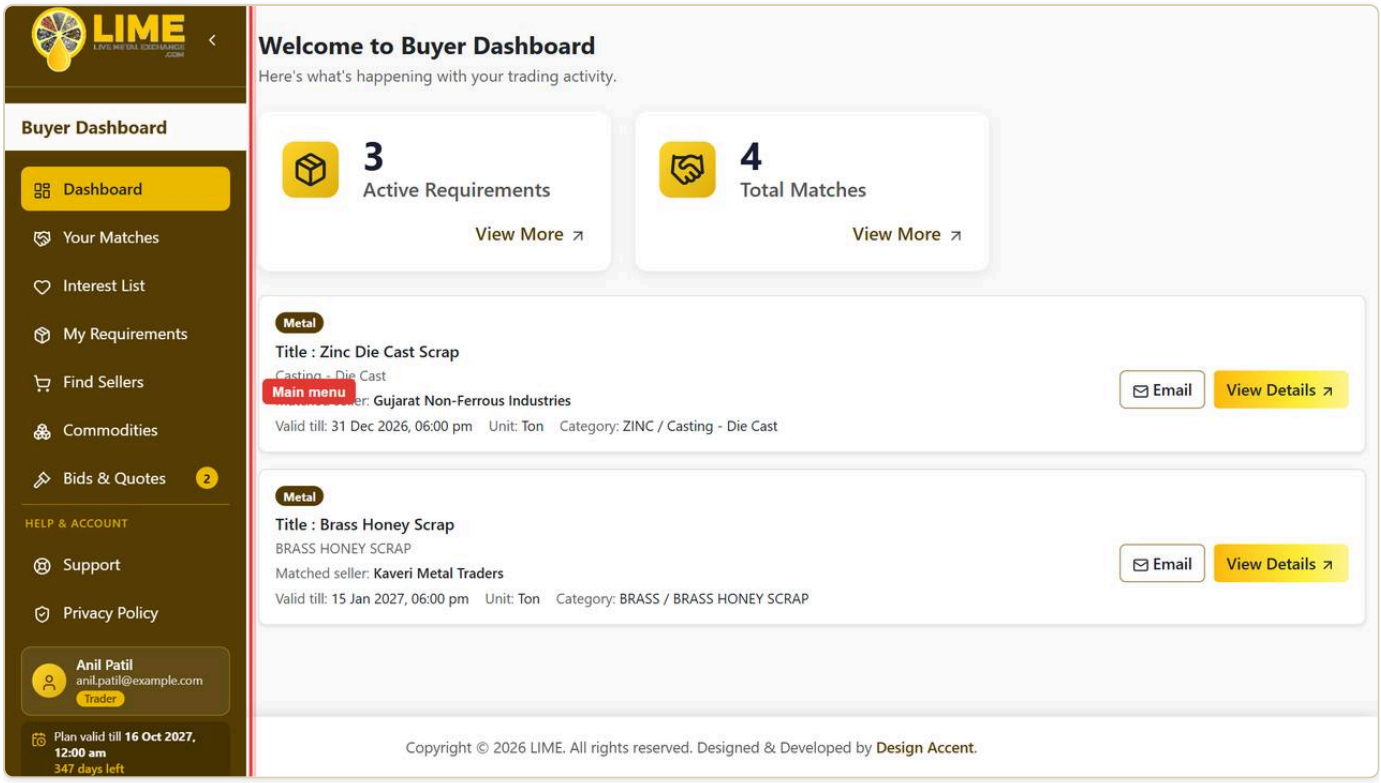
4.1 The Buyer dashboard

The first page after login. It summarises your activity.

1. At the top, two cards: **Active Requirements** (your requirements that are still valid) and **Total Matches** (seller listings that match your requirements). **View More** opens the page behind the card. Below, your latest matches: your requirement and the **Matched seller**.

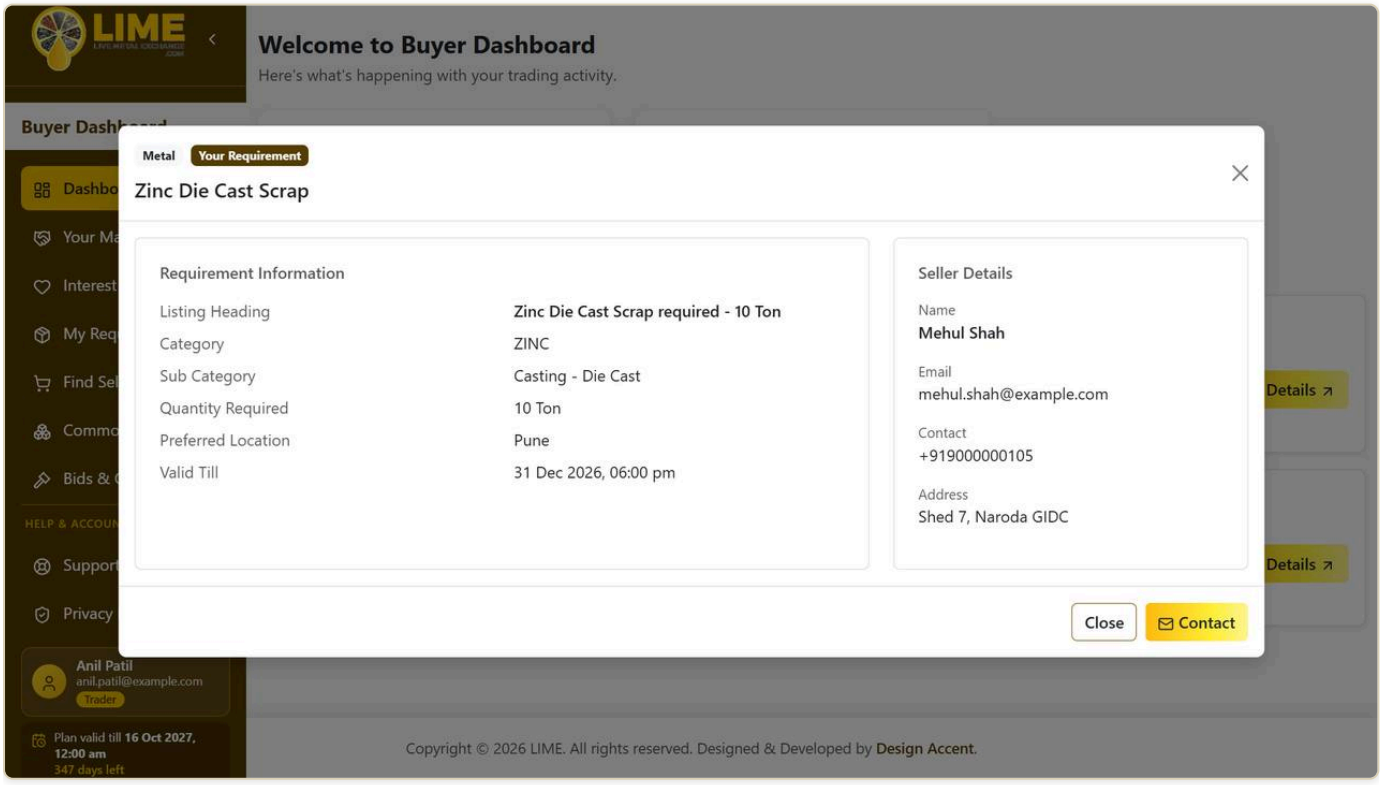


2 The **menu on the left** takes you to every Buyer page: Dashboard, Your Matches, Interest List, My Requirements, Find Sellers, Commodities, Bids & Quotes, and under **Help & Account**: Support and Privacy Policy. Below the menu: your account card (opens your Profile), the date your plan is valid till, and **Log Out**.



A gold number next to **Bids & Quotes** means quotes are waiting for your answer.

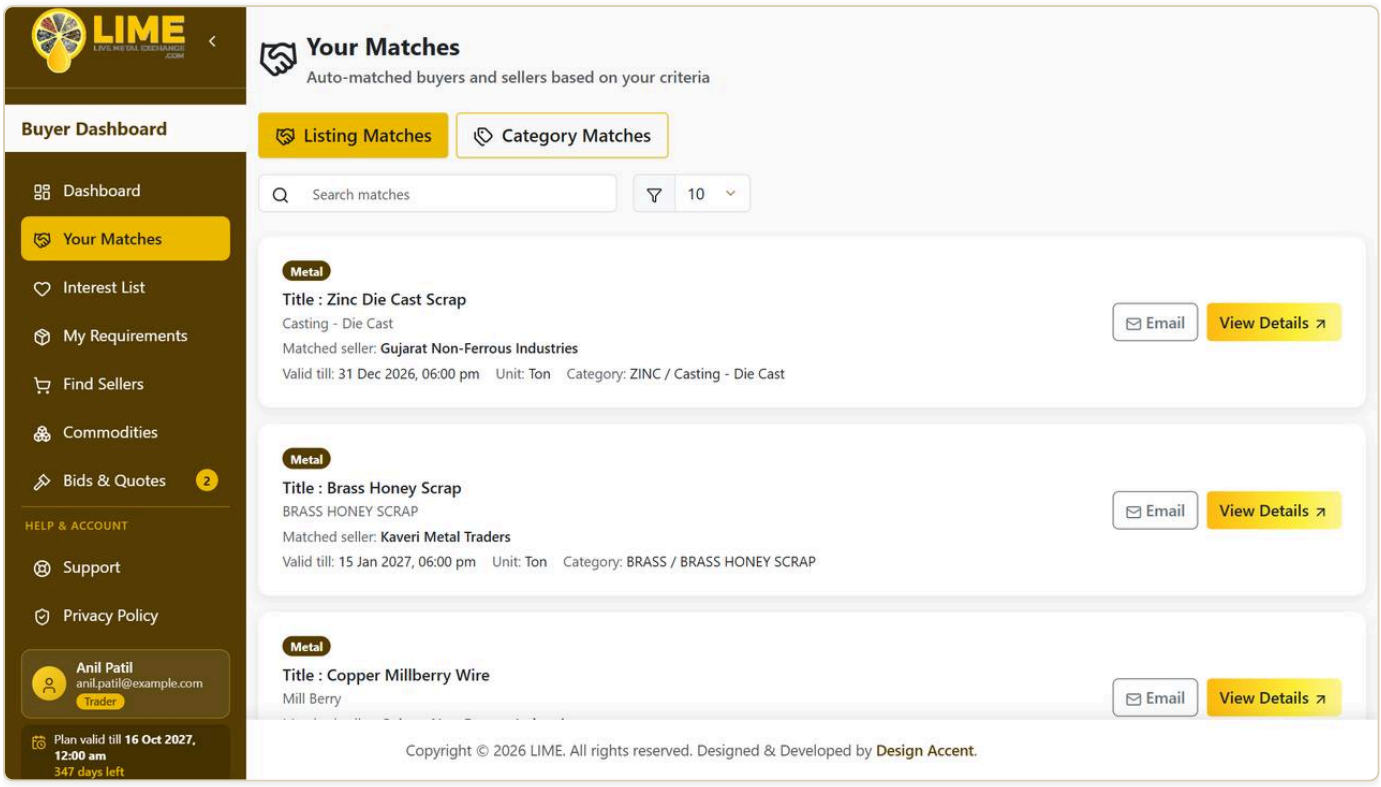
3 **Email** on a match opens a new mail to the seller. **View Details** shows your requirement on the left and the seller's company, name, email, phone and address on the right.



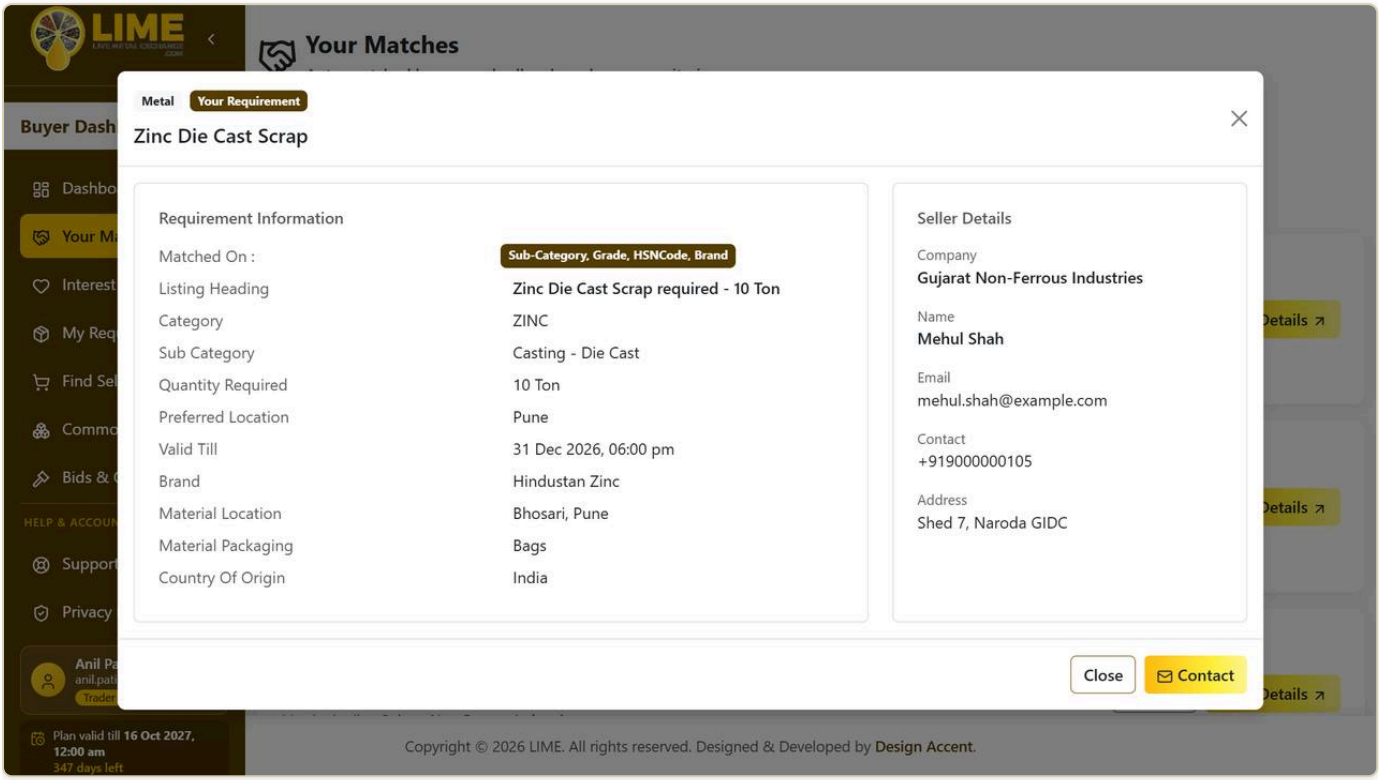
4.2 Your Matches

Sellers who have what you need, found for you automatically.

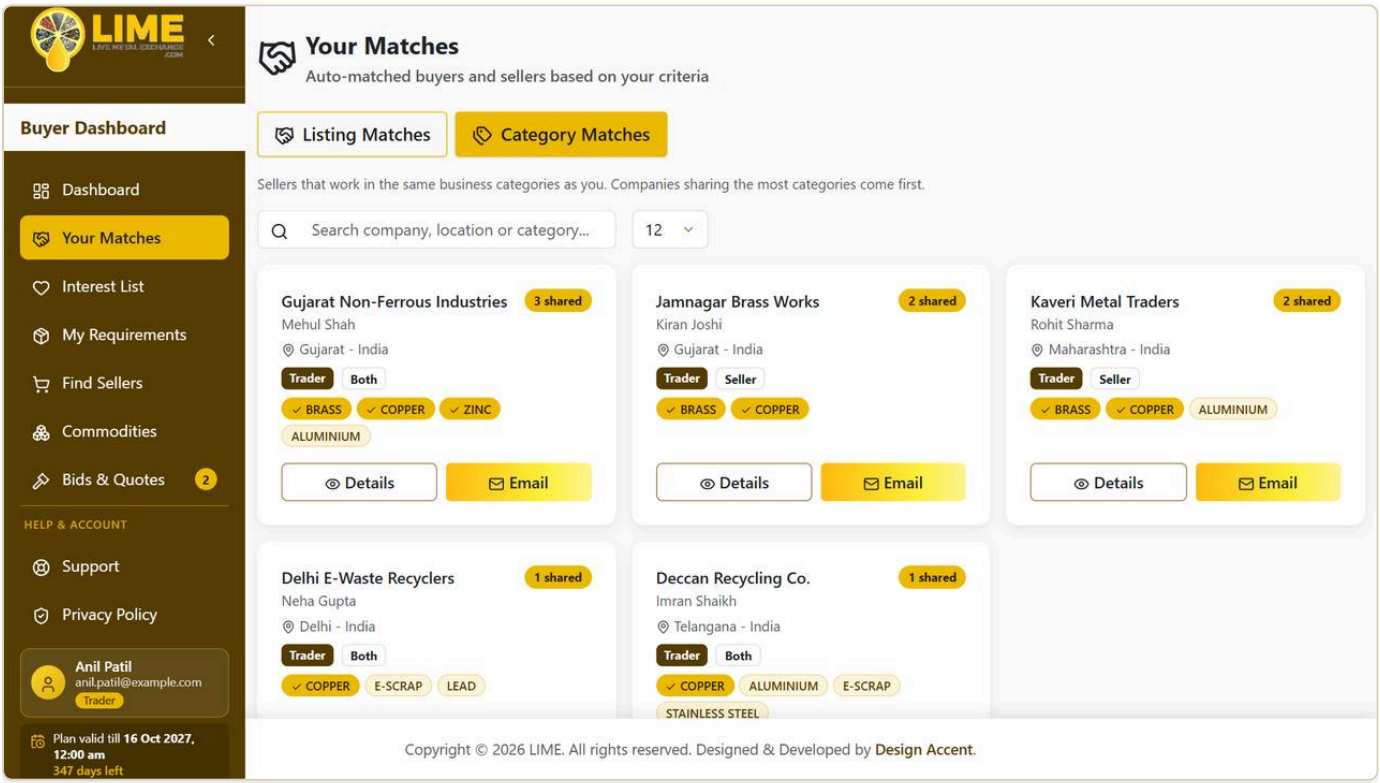
4 Tab **Listing Matches**: one card for each seller listing in the **same sub category** as one of your live requirements. Search and page size help you find a match. A requirement that is already covered shows a **Fulfilled** badge and a **View Quotes** button.



5 **View Details** shows what the match was found on, your requirement and the seller's contact details. **Contact** reaches the seller directly.



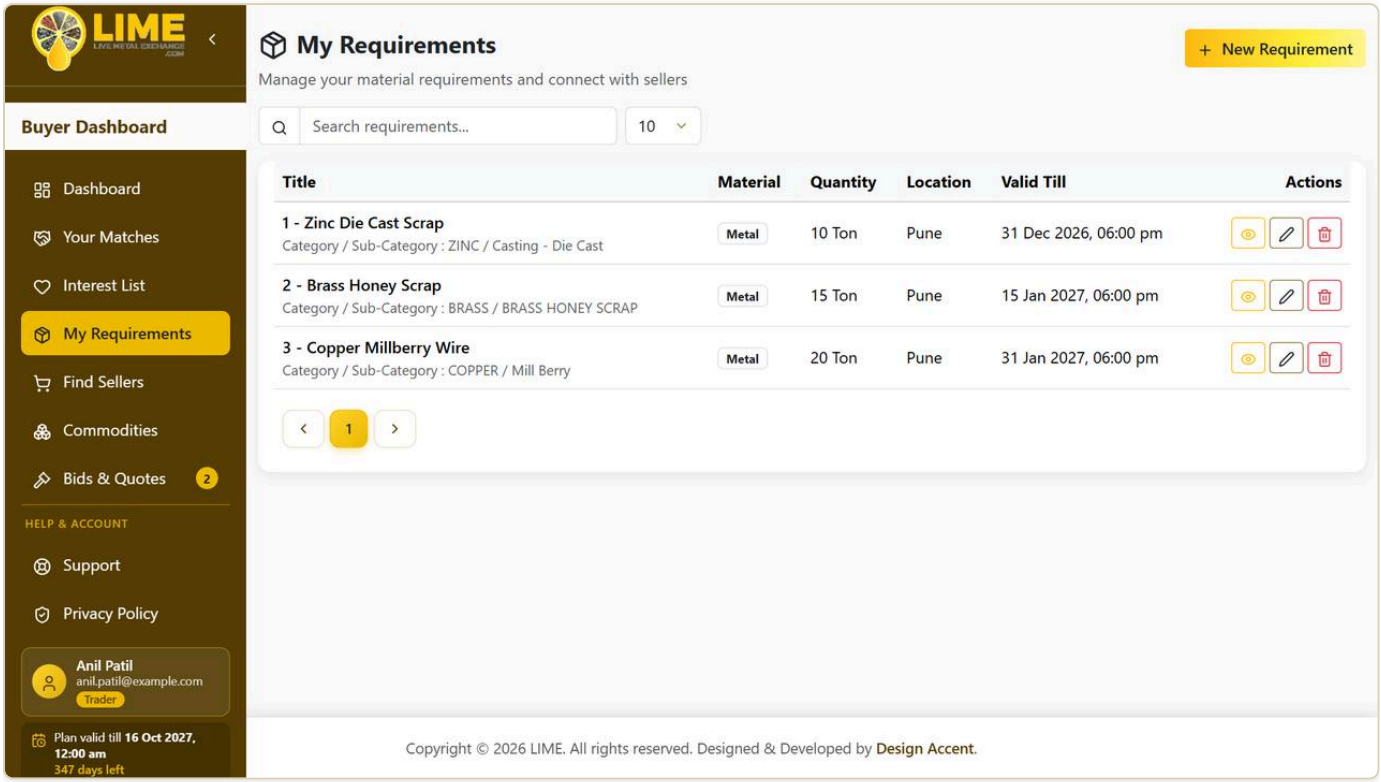
6 Tab **Category Matches**: seller companies that work in the same **business categories** as you (from your Profile), most shared categories first. Click **Details** or **Email**.



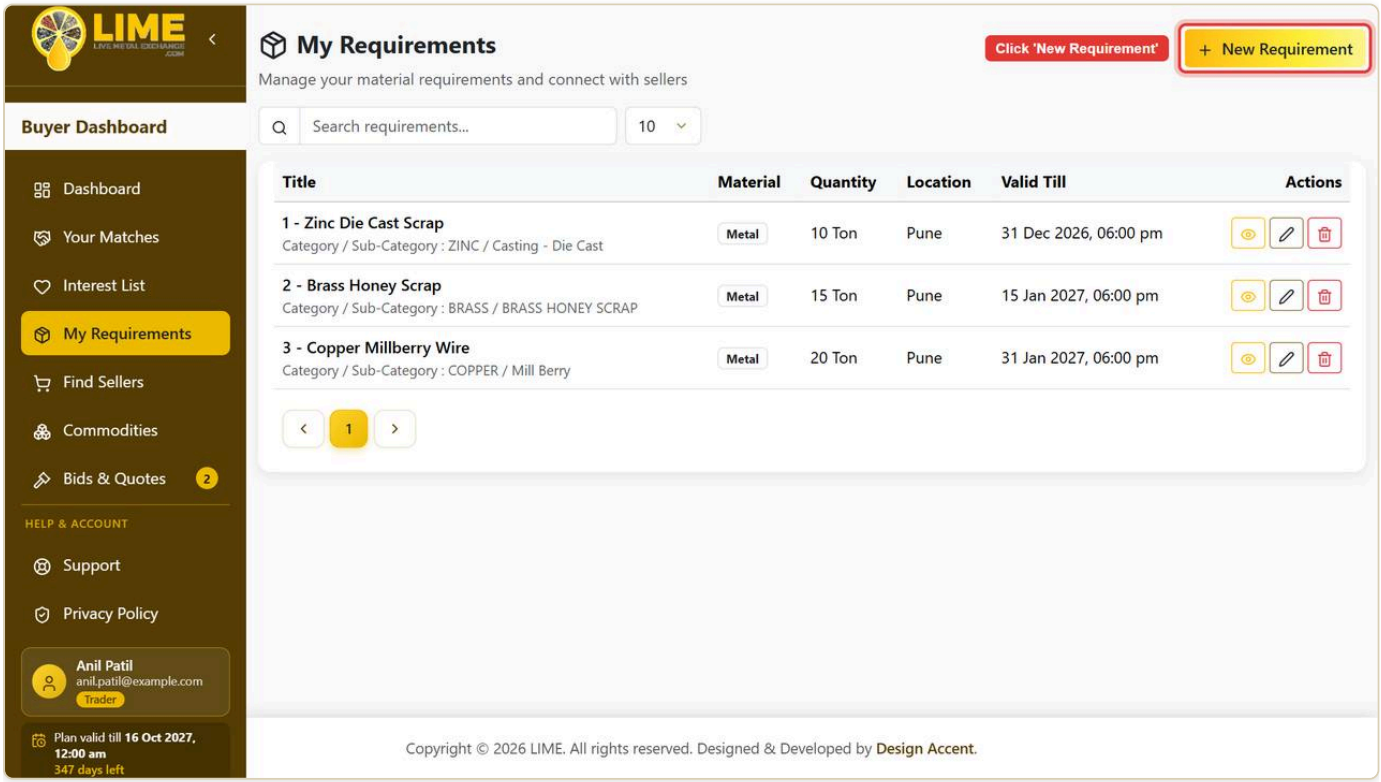
4.3 My Requirements - tell sellers what you need

All your requirements, active and expired, in one table.

7 The table shows each requirement's title, category / sub category, material, quantity (with what is still needed, or **Fulfilled** when quotes cover all of it), location and valid-till date.

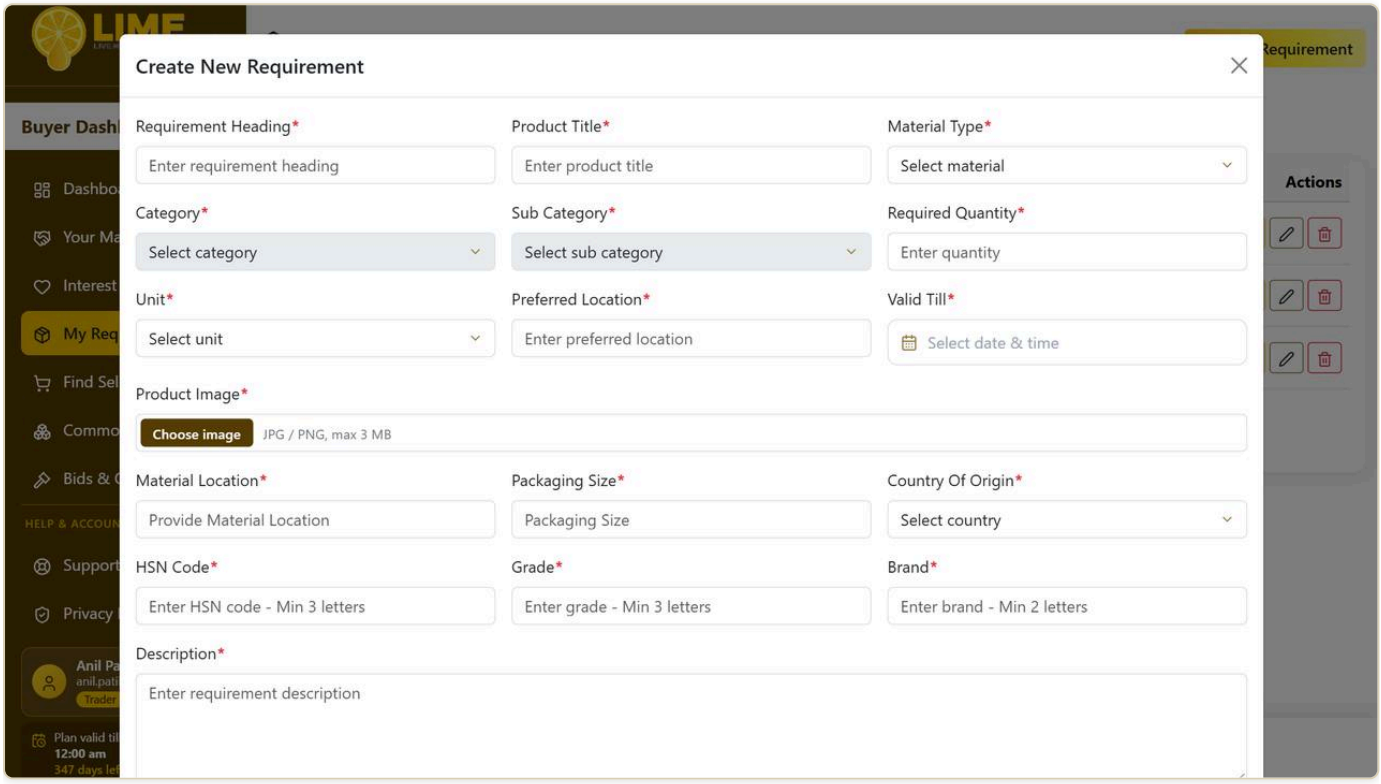


8 To ask for new material, click **New Requirement**.



9 Fill in the **Create New Requirement** form. Fields with * are required:

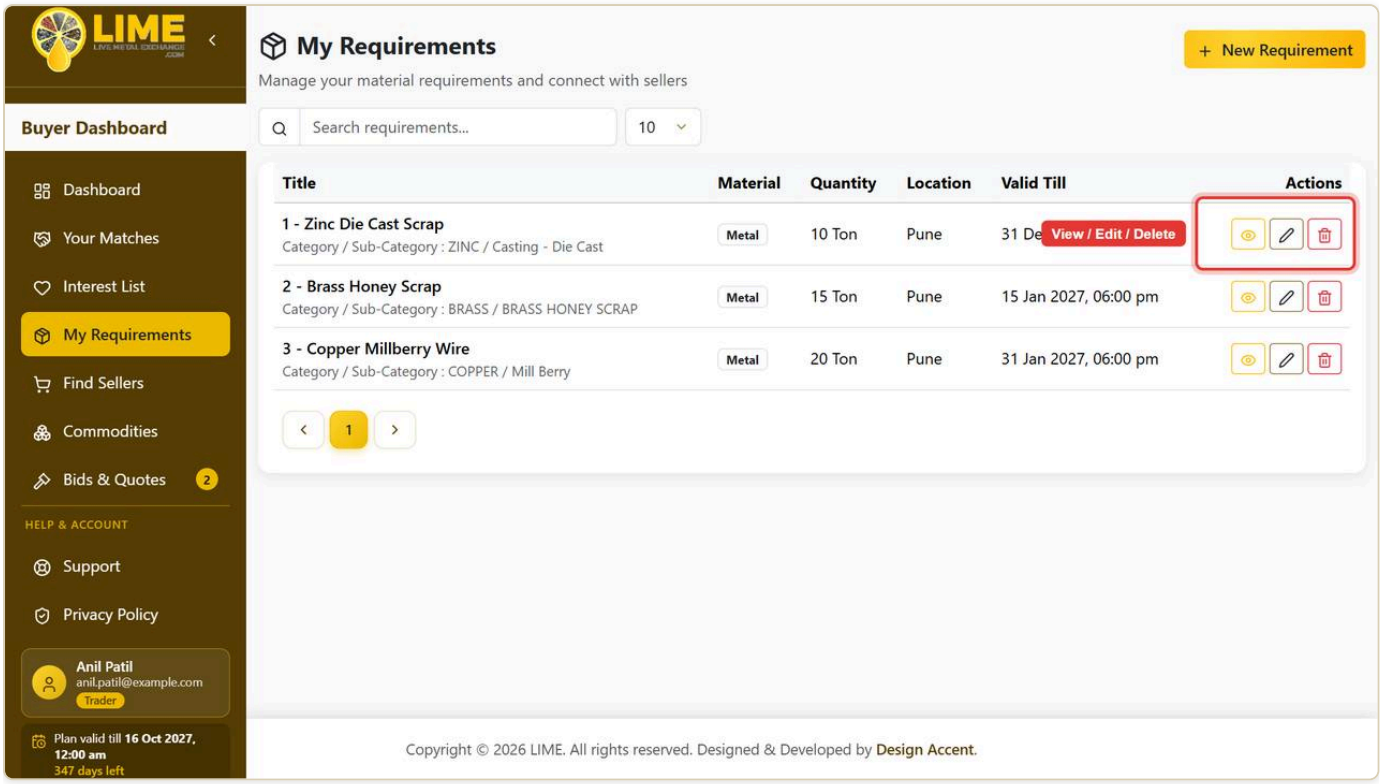
- **Requirement Heading** (what sellers see first) and **Product Title**.
- **Material Type** - **Category** - **Sub Category**. Sellers are matched on the sub category, so choose it carefully.
- **Required Quantity** and **Unit**, **Preferred Location**, **Valid Till** (date and time).
- **Product Image** (optional, JPG / PNG, max 3 MB), **Material Location**, **Packaging Size**, **Country Of Origin**.
- **HSN Code**, **Grade** and **Brand** - pick a suggestion or type a new value; **Description** for anything else.



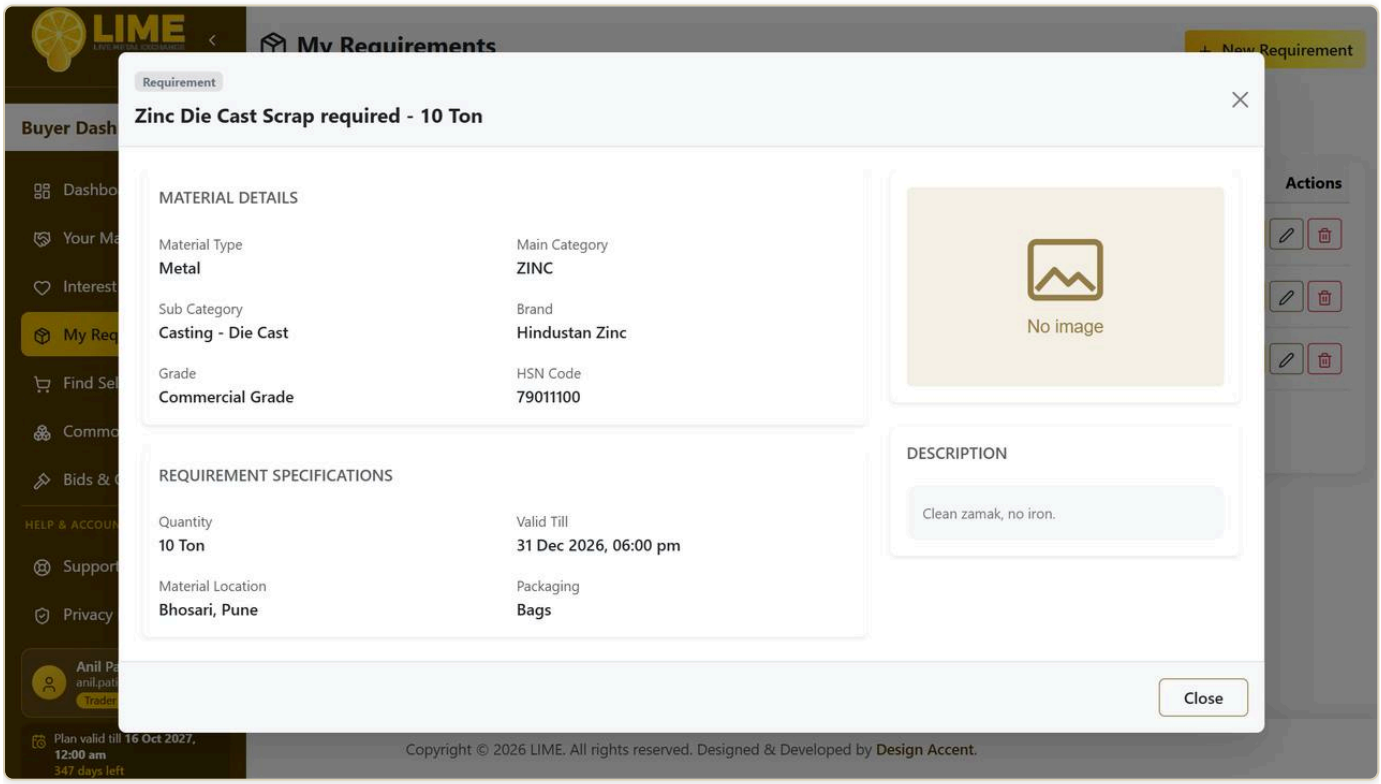
10 Click **Create Requirement**. It appears in My Requirements, in the **Wanted** tab of Commodities for all sellers, and is matched with seller listings at once. **Cancel** closes without saving.

> A missing required field is marked red and the cursor jumps to it.

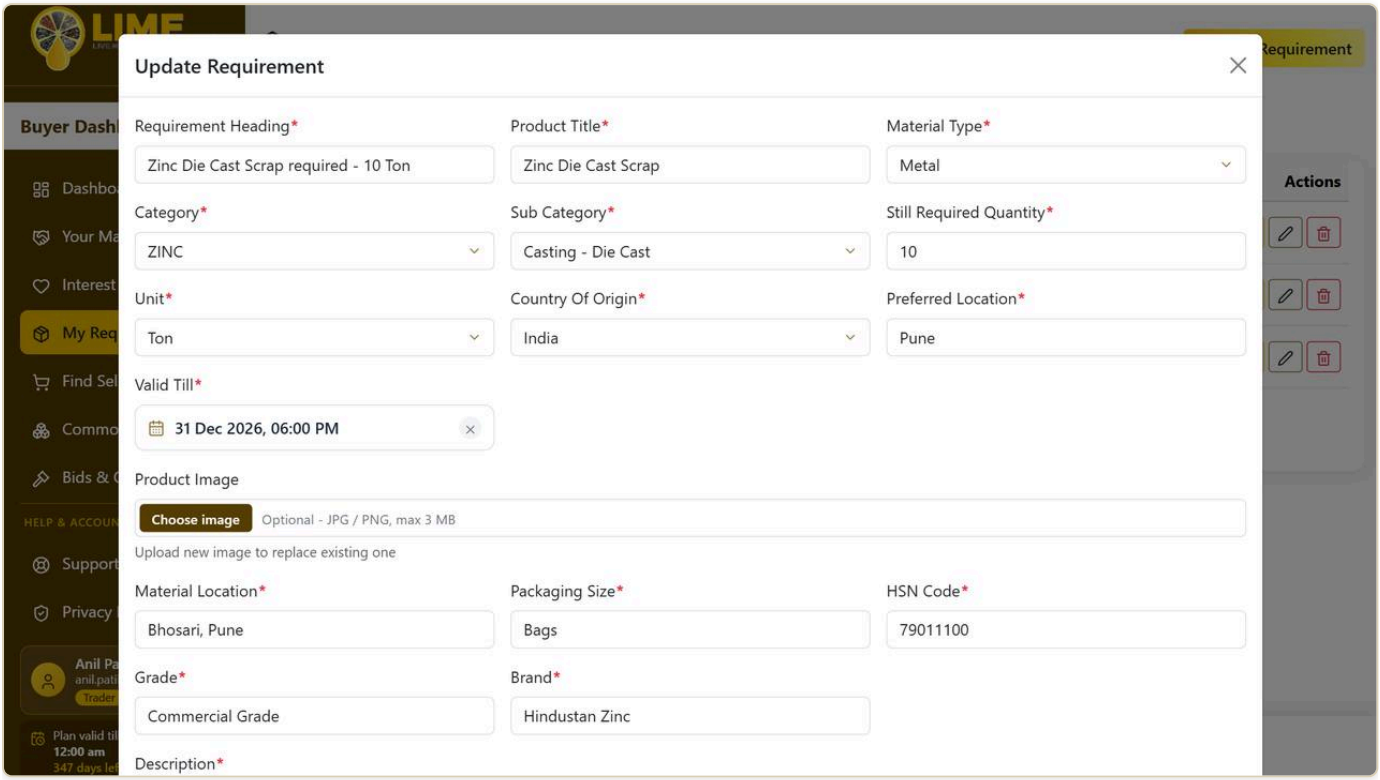
11 Each row has three buttons: **View** (eye), **Edit** (pencil) and **Delete** (bin).



12 **View** shows the full requirement: material details, specifications and description.

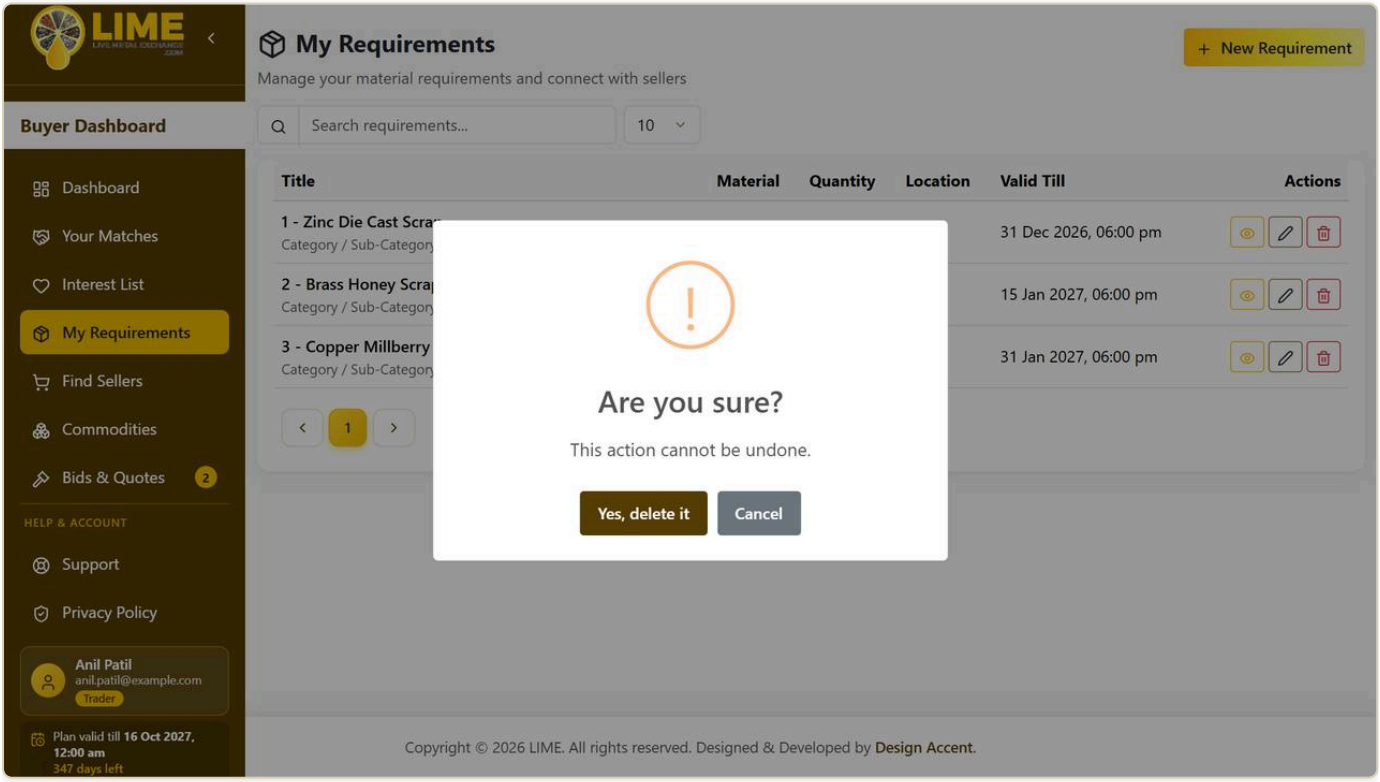


13 **Edit** opens **Update Requirement** with the current values. The quantity field is the **Still Required Quantity** (what is not yet covered by accepted quotes). Click **Update Requirement** to save.



> An expired requirement cannot be edited - create a new one instead.

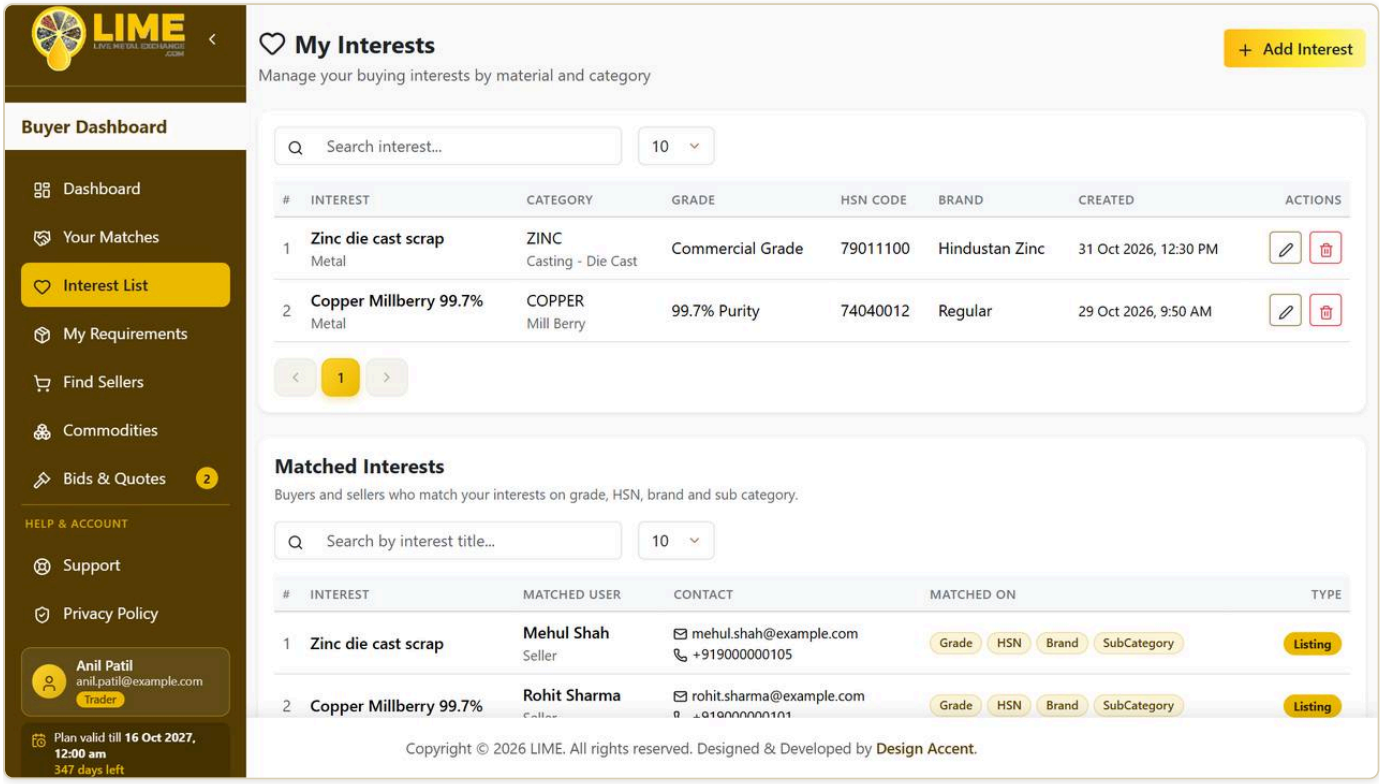
14 **Delete** asks **Are you sure?**. **Yes, delete it** removes the requirement; sellers with open quotes on it are told it has ended. **Cancel** keeps it.



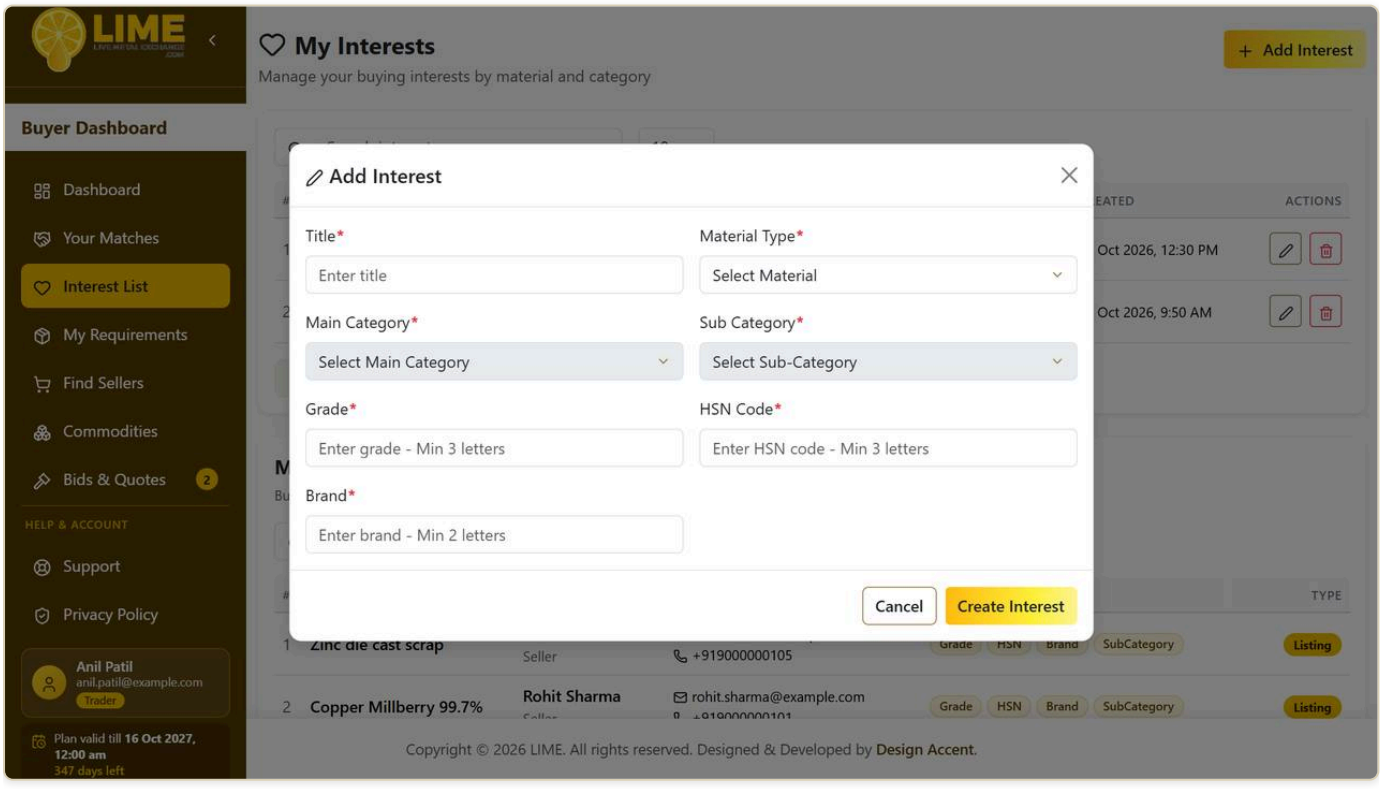
4.4 Interest List - see matching material as it appears

An interest is a standing search: describe material you are interested in, and LIME shows every matching post.

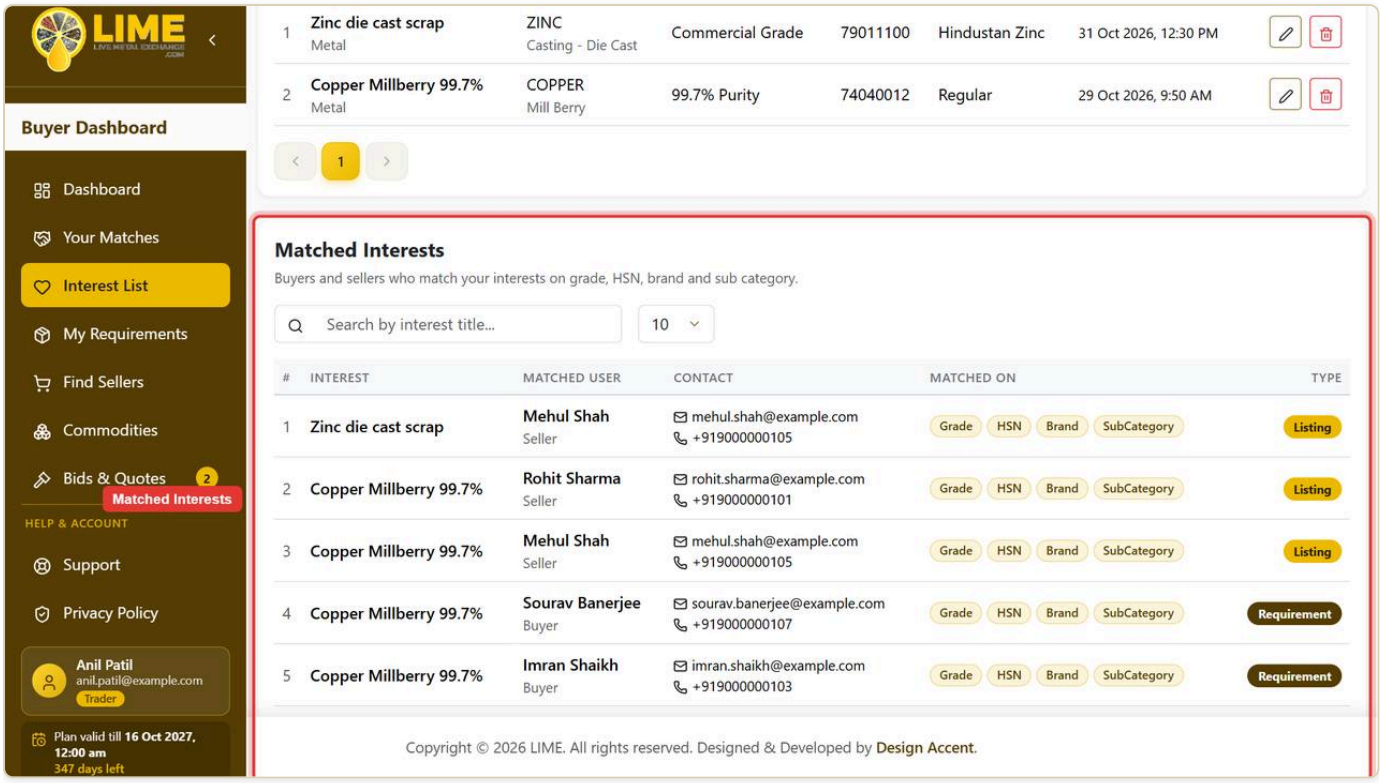
15 **My Interests** lists your interests with category, grade, HSN code, brand and date. Edit (pencil) or delete (bin) an interest from the **Actions** column.



16 Click **Add Interest**. Fill in **Title**, **Material Type**, **Main Category**, **Sub Category**, **Grade**, **HSN Code** and **Brand**, then click **Create Interest**.



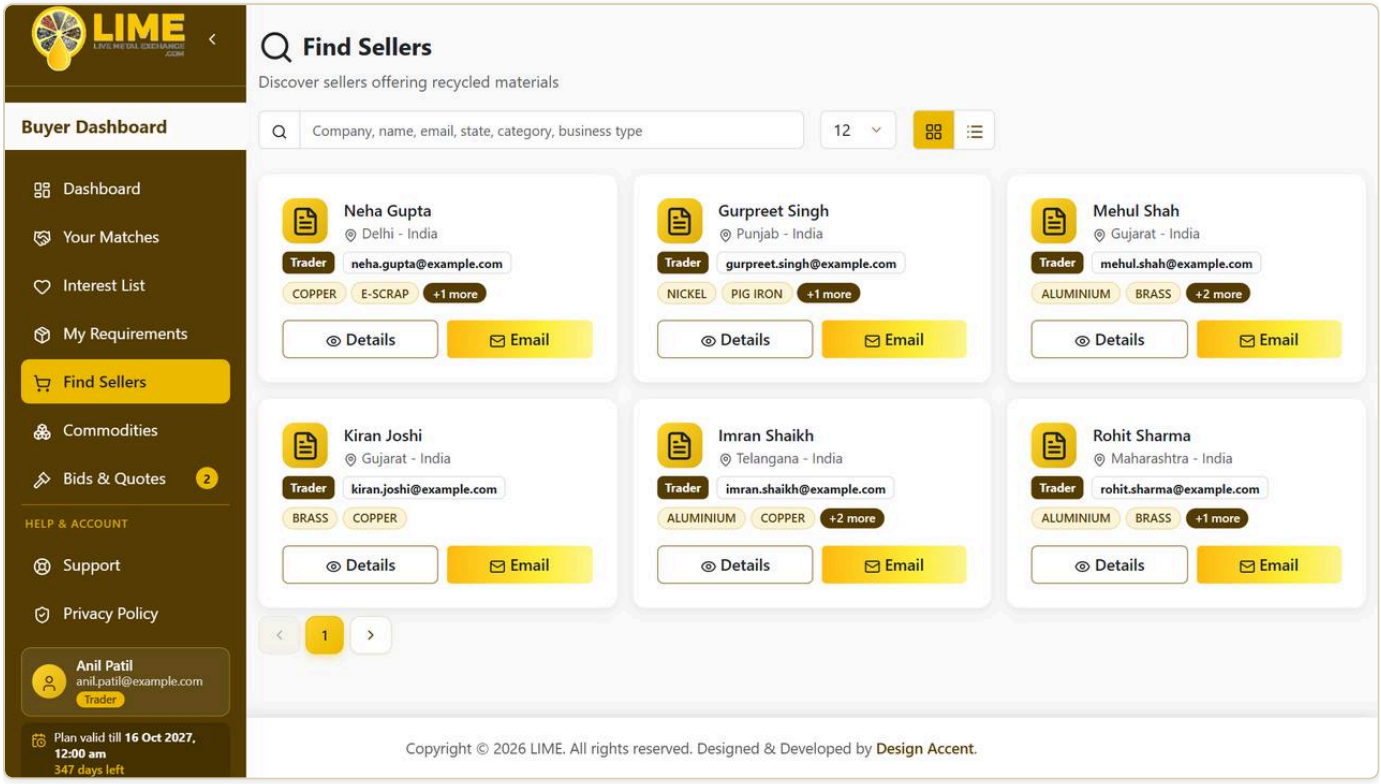
17 **Matched Interests** (below your list) shows every live listing and requirement of other companies with the **same sub category** and at least one of the same **grade, HSN code or brand**. The **Matched On** badges say what matched; **Type** says whether it is a listing or a requirement. Contact the company by email or phone straight from the row.



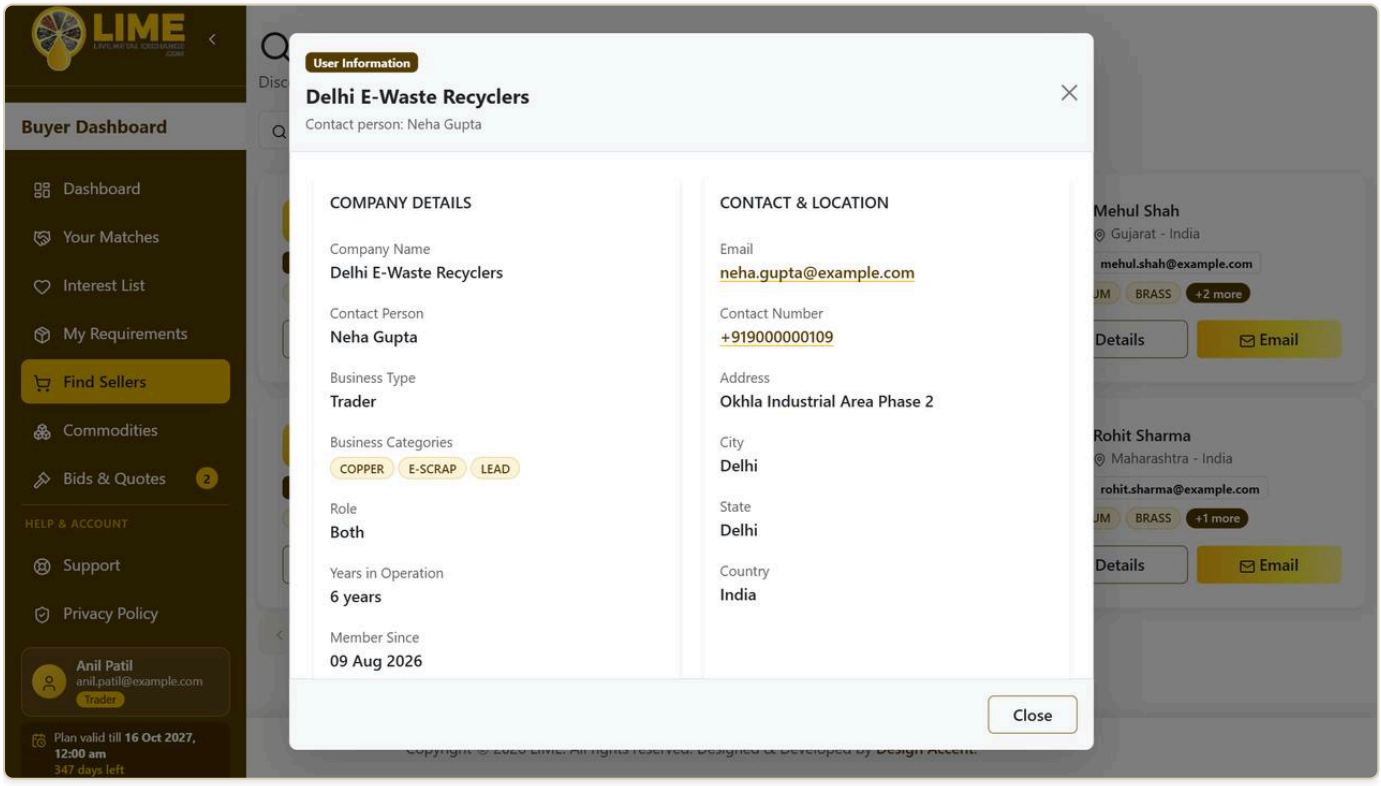
4.5 Find Sellers

A directory of every seller company on LIME (Seller and Both accounts).

18 Each card shows the company, location, business type, email and business categories. Search by company, name, email, state, category or business type; switch card / list view next to the page size.



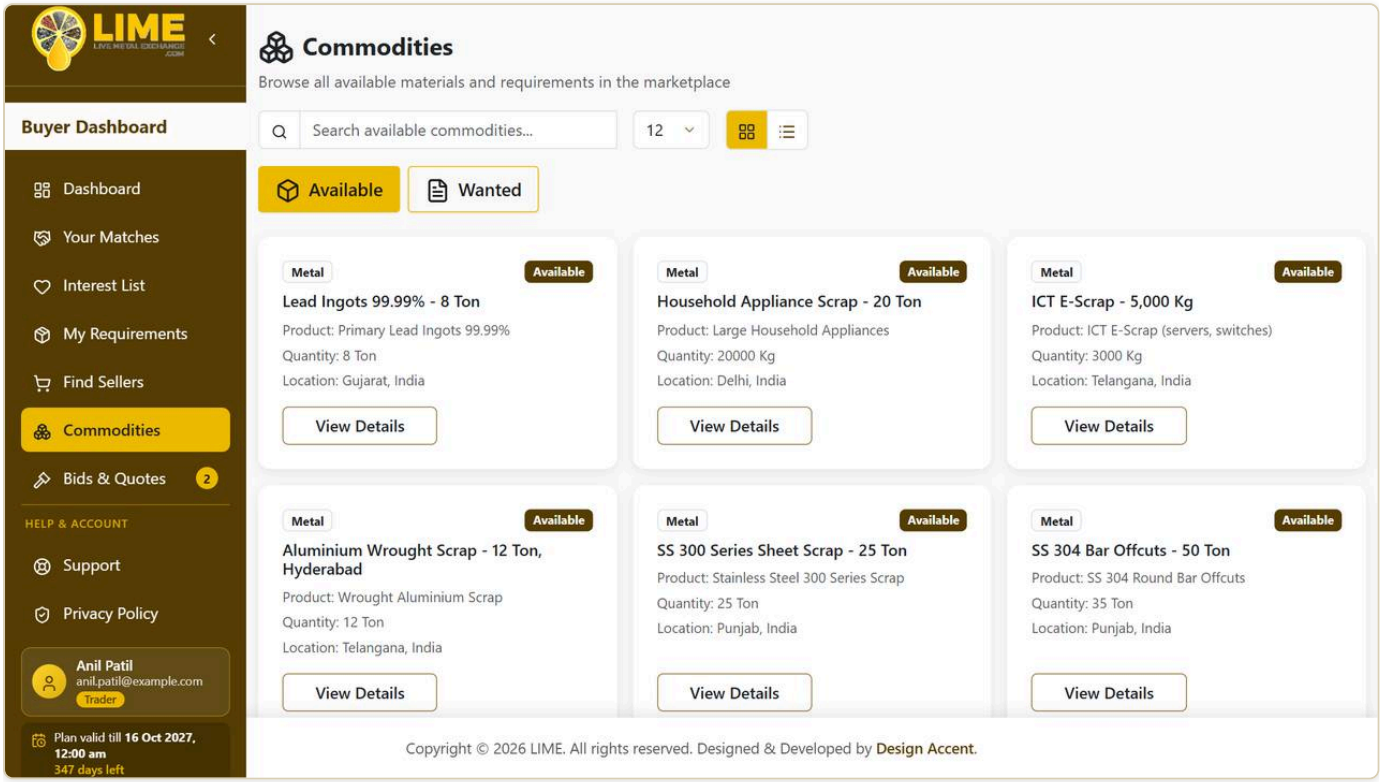
19 **Details** opens the company's profile with contact and location. **Email** opens a new mail.



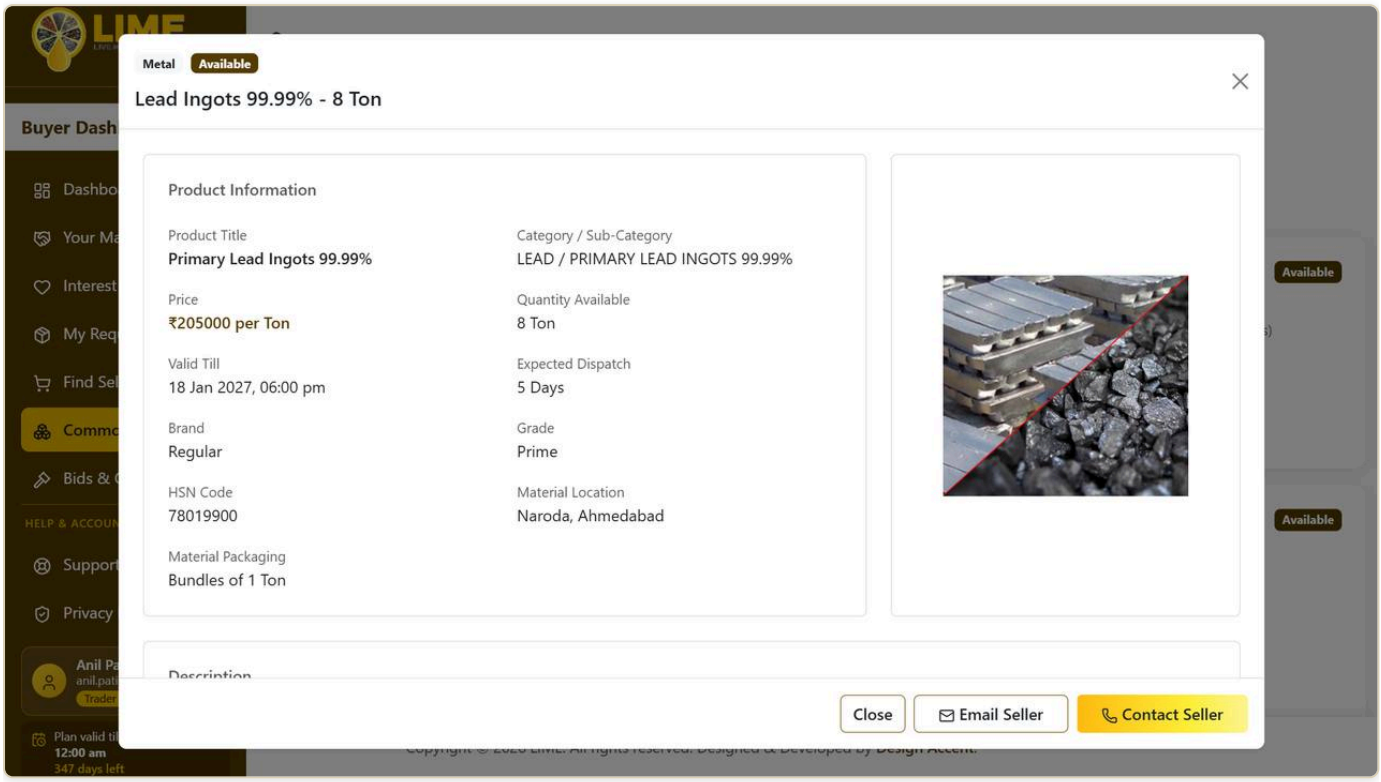
4.6 Commodities - the market, and placing a bid

Everything on offer and everything wanted on LIME right now.

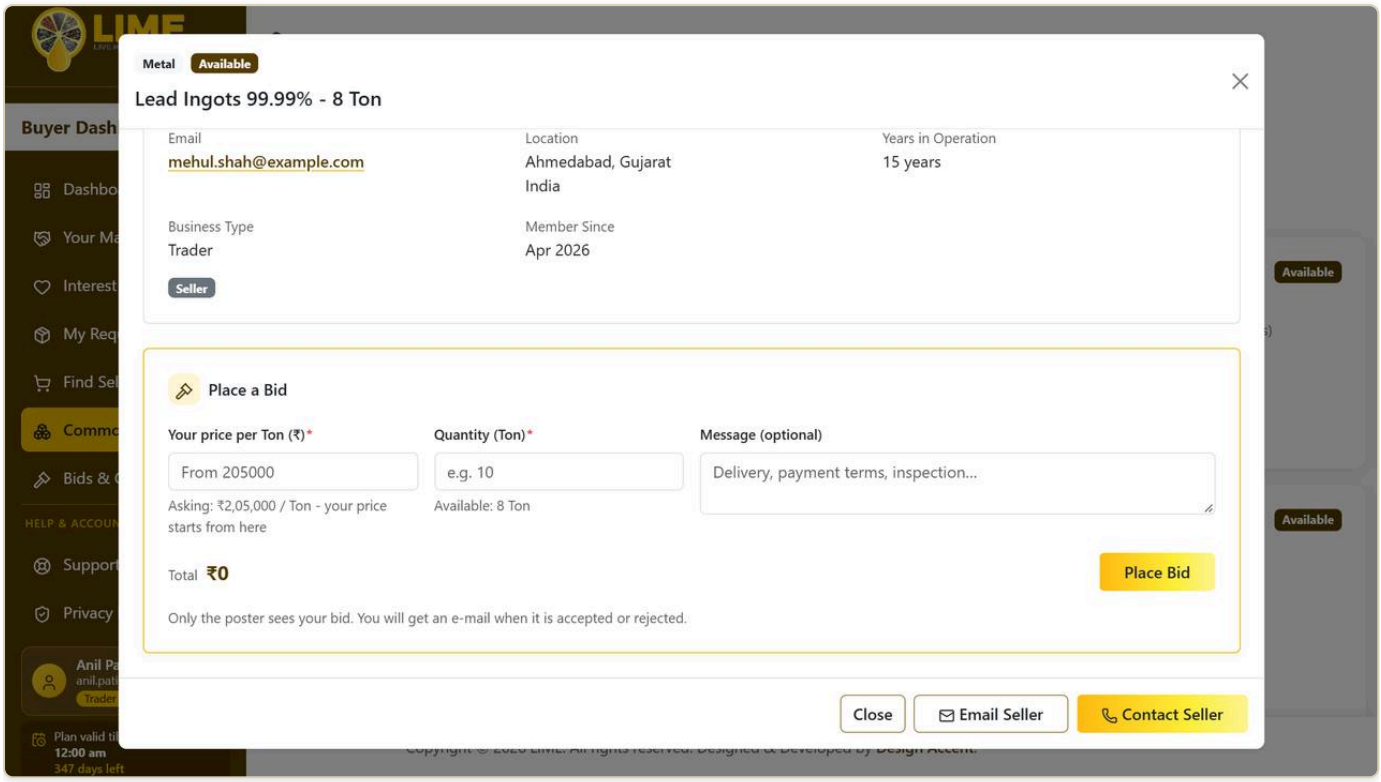
20 Tab **Available** lists every live seller listing. Use search, page size and card / list view. Click **View Details** on a listing you want to buy.



21 The details window shows the product, price per unit, quantity available, grade, brand, HSN code, dispatch time and location, plus the seller's company. **Email Seller** and **Contact Seller** reach the seller directly.

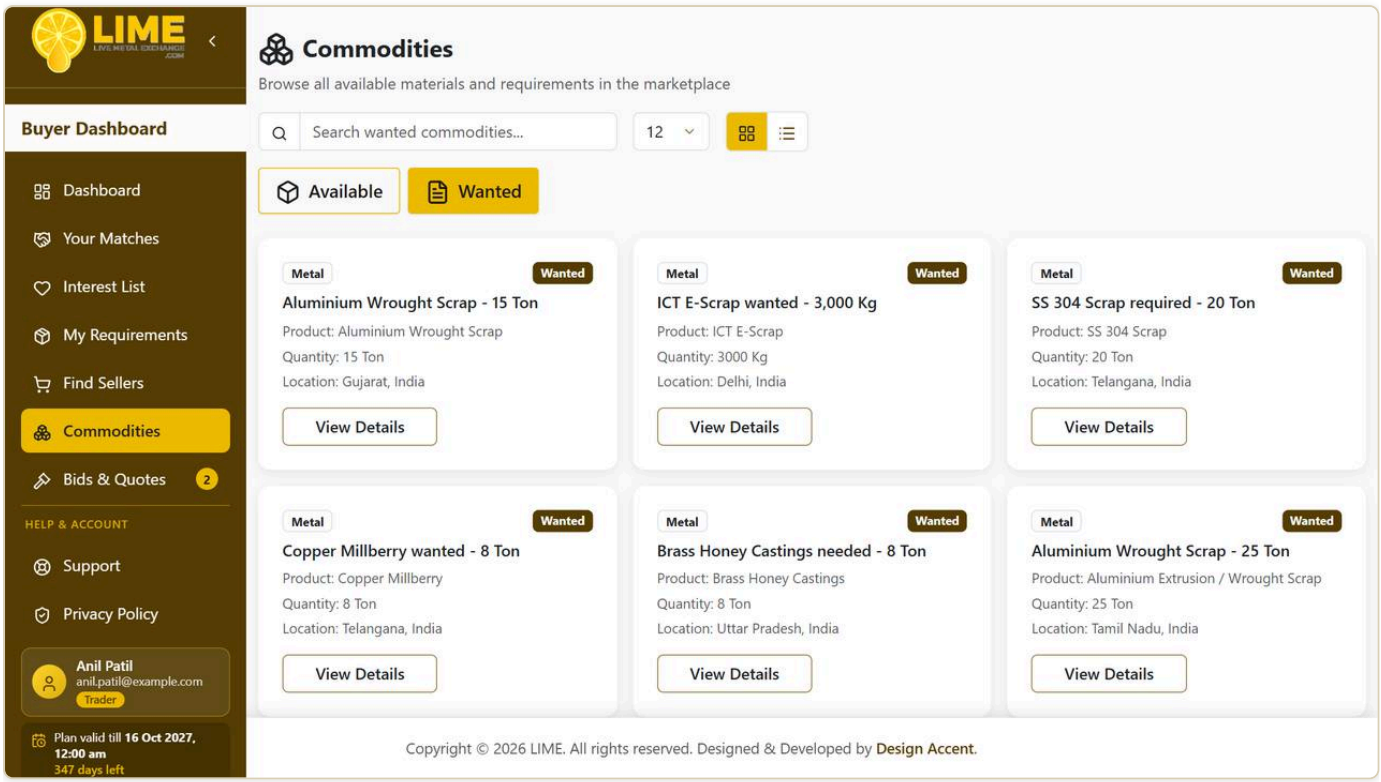


22 Scroll down to **Place a Bid**: type **Your price per unit** (it starts from the seller's **asking price** - a lower price is not accepted), the **Quantity** (up to the quantity available) and an optional **Message**. The **Total** is calculated for you. Click **Place Bid**.



> Only the seller sees your bid. While it is pending you can change or withdraw it from the same panel. You get an email and an on-screen notification when it is accepted or rejected. If the stock has ended, the panel says so instead of showing the form.

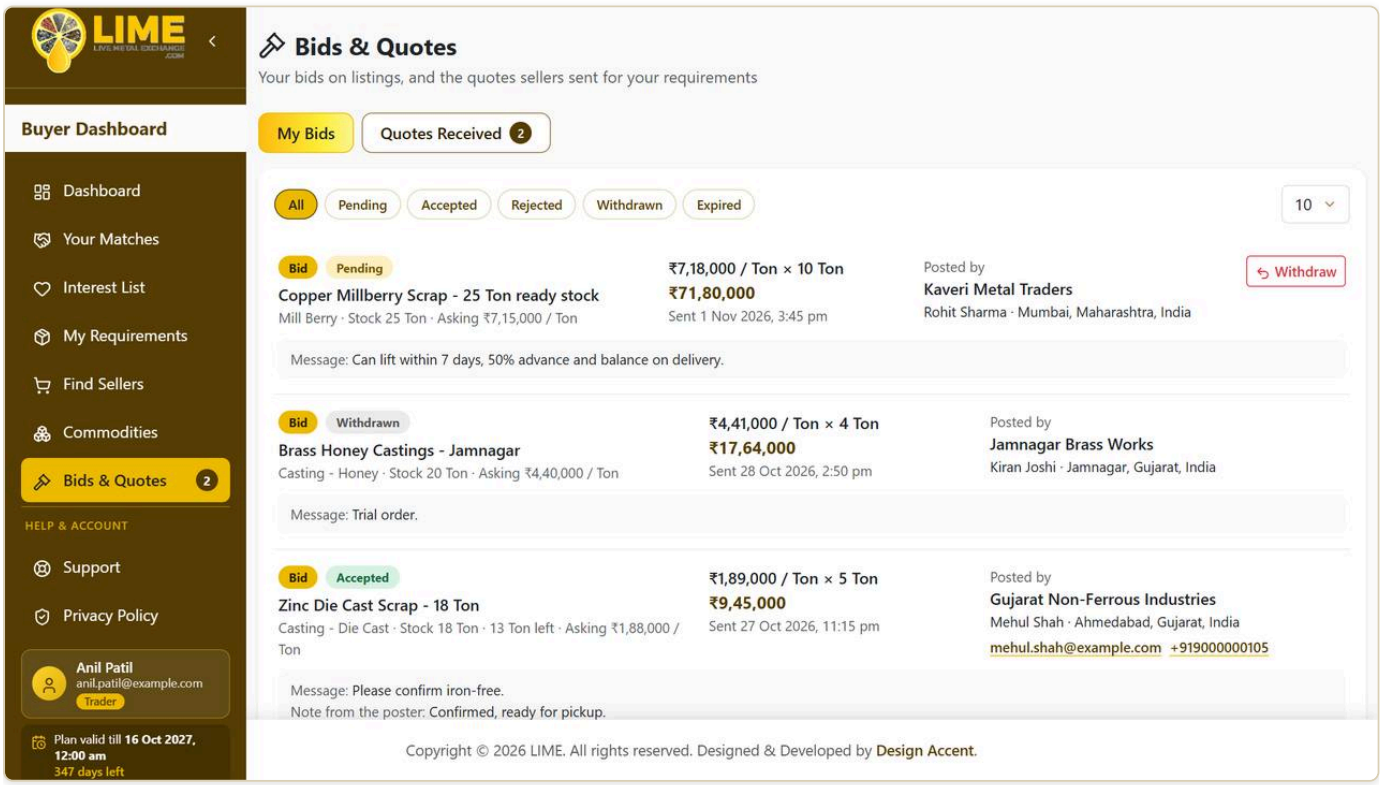
23 Tab **Wanted** lists every live requirement on the platform, yours included - useful to see what other buyers are asking for. Buyers cannot send quotes (quotes are for sellers).



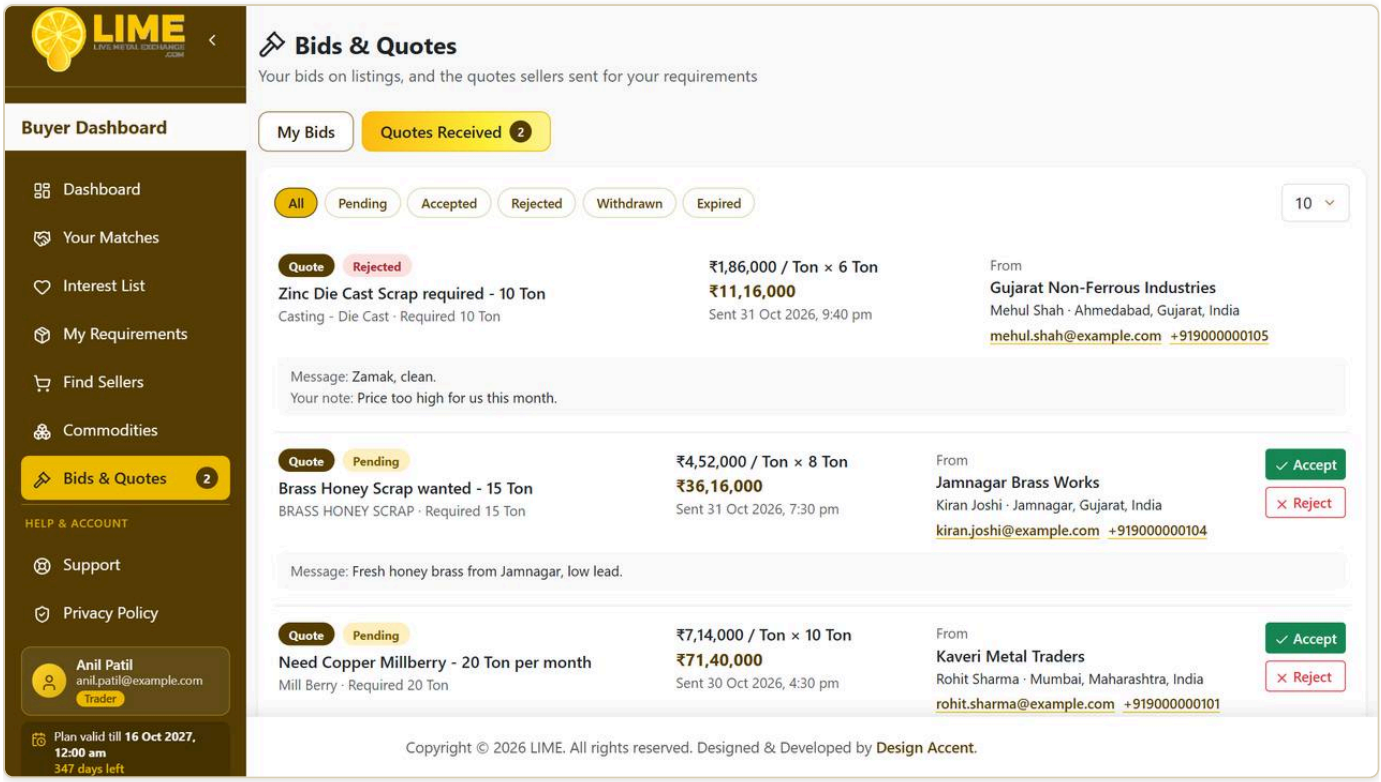
4.7 Bids & Quotes

Follow your bids and answer the quotes sellers sent on your requirements.

24 Tab **My Bids**: every bid you placed, with your price, quantity, total, status and the seller's contact. Filter by **All**, **Pending**, **Accepted**, **Rejected**, **Withdrawn**, **Expired**. A pending bid can be withdrawn.



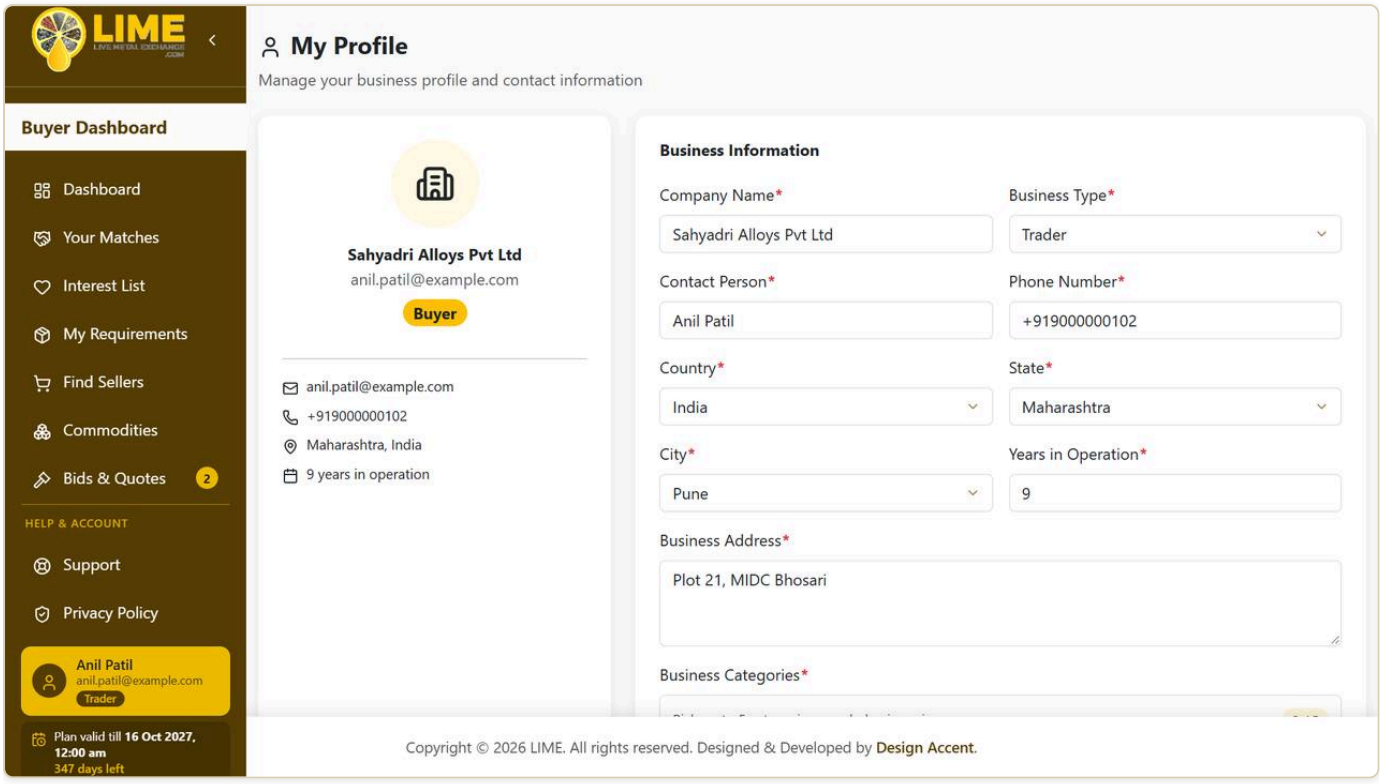
25 Tab **Quotes Received**: quotes sellers sent on your requirements - price, quantity, total, message and the seller's contact. On a **Pending** quote click **Accept** or **Reject** (you can add a note). Accepting lowers the **still required** quantity of the requirement; when it reaches zero the requirement is **Fulfilled**.



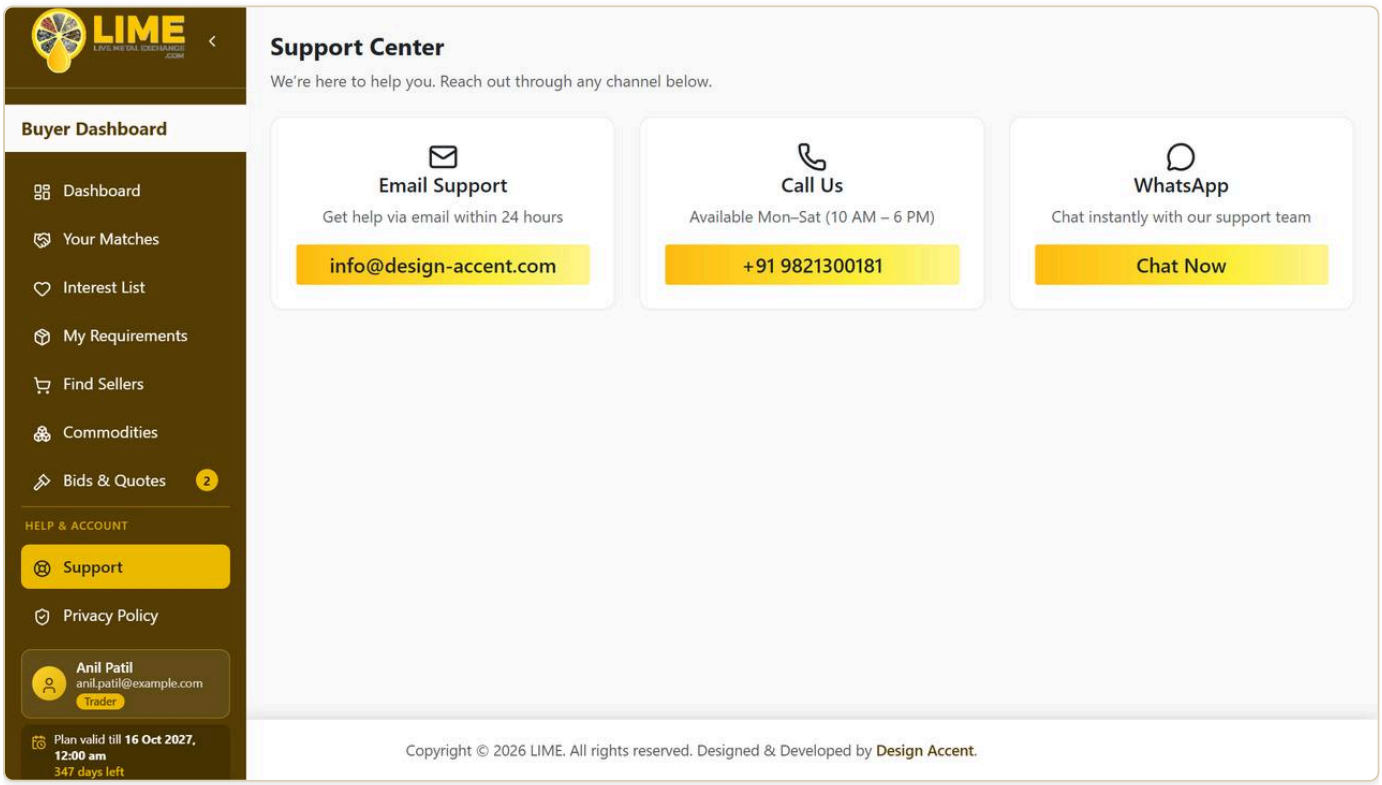
> The deal itself (payment, delivery) is done directly between the two companies.

4.8 Profile, Support and Log Out

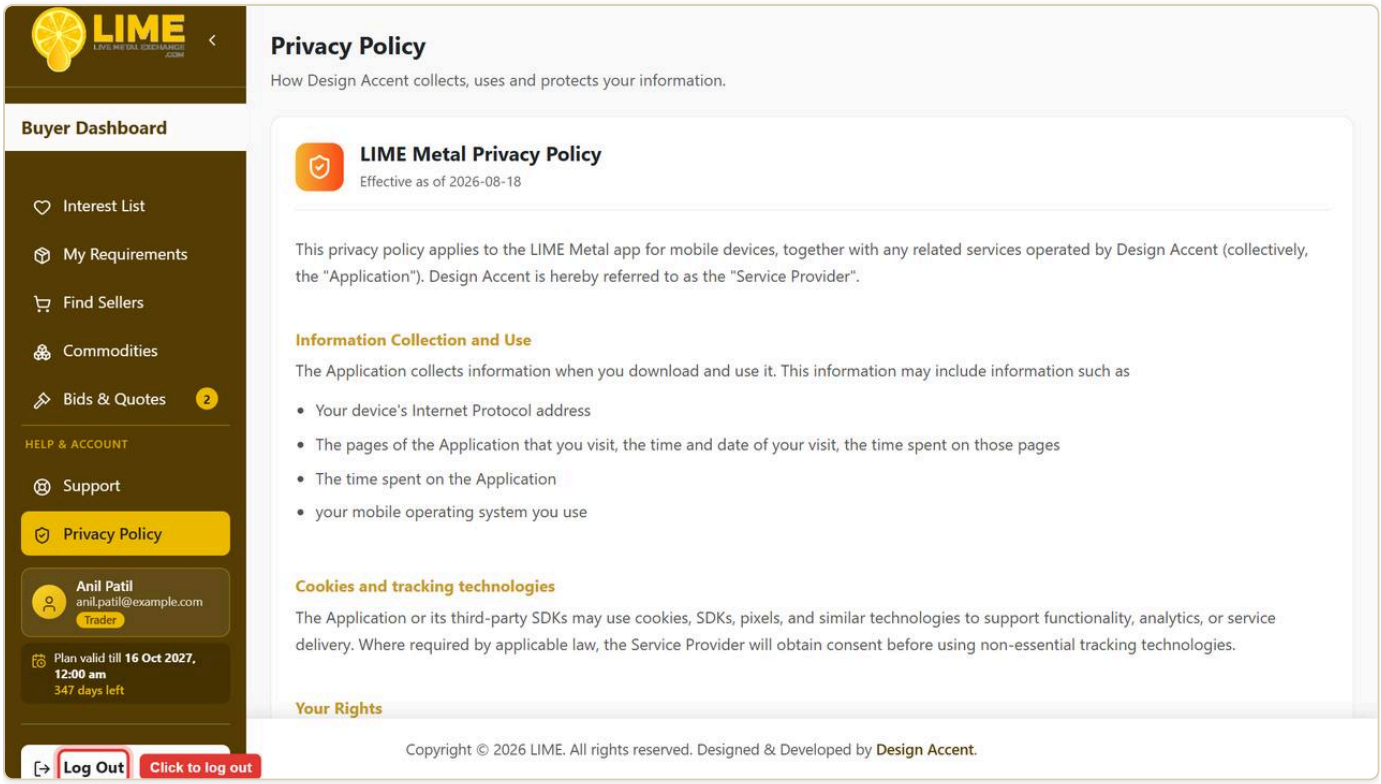
26 Open **Profile** from your account card in the menu. Update your company details and **Business Categories**, then click **Save Profile**. Your email cannot be changed.



27 **Support** offers **Email Support**, **Call Us** and **WhatsApp**. **Privacy Policy** explains how your data is used.



28 Click **Log Out** at the bottom of the menu when you are done.



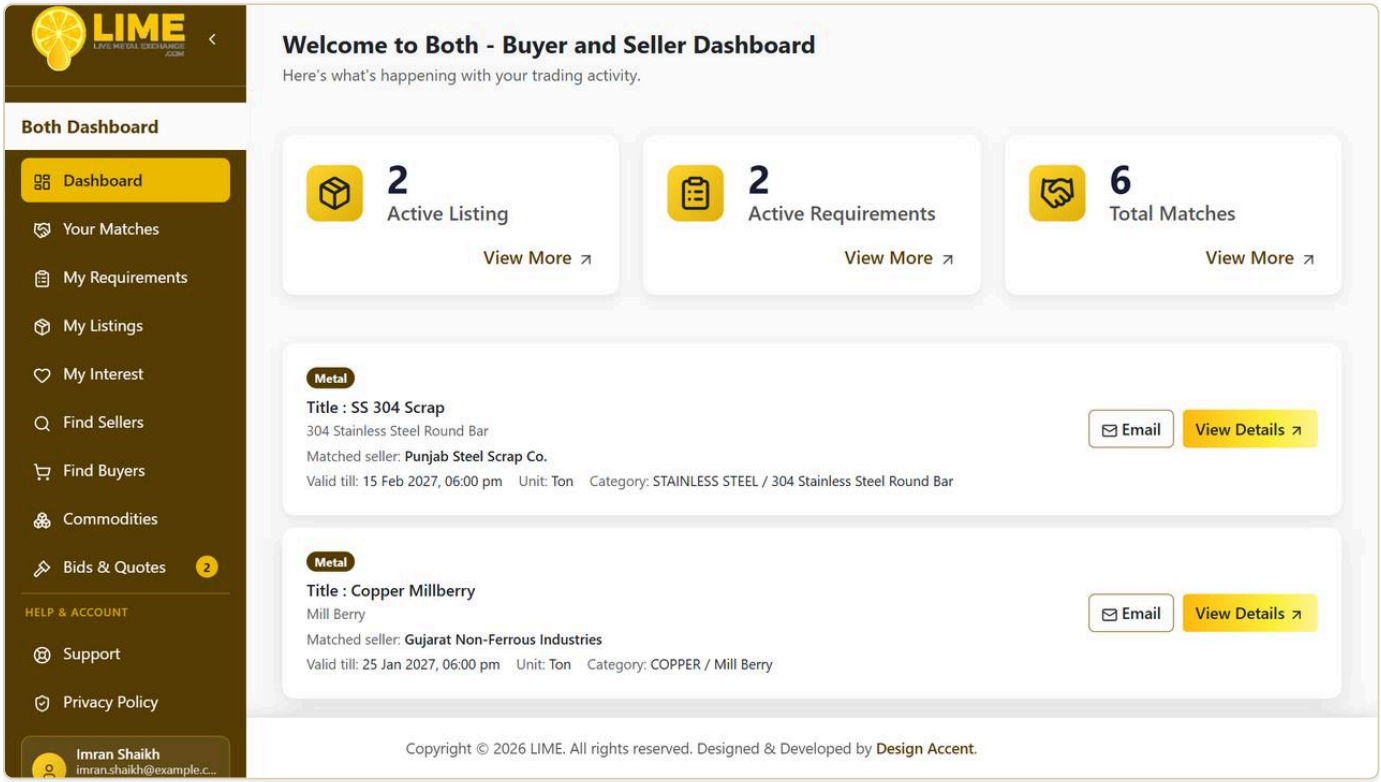
5 Both account (Buyer and Seller)

For companies that buy and sell: every Seller and every Buyer feature in one account.

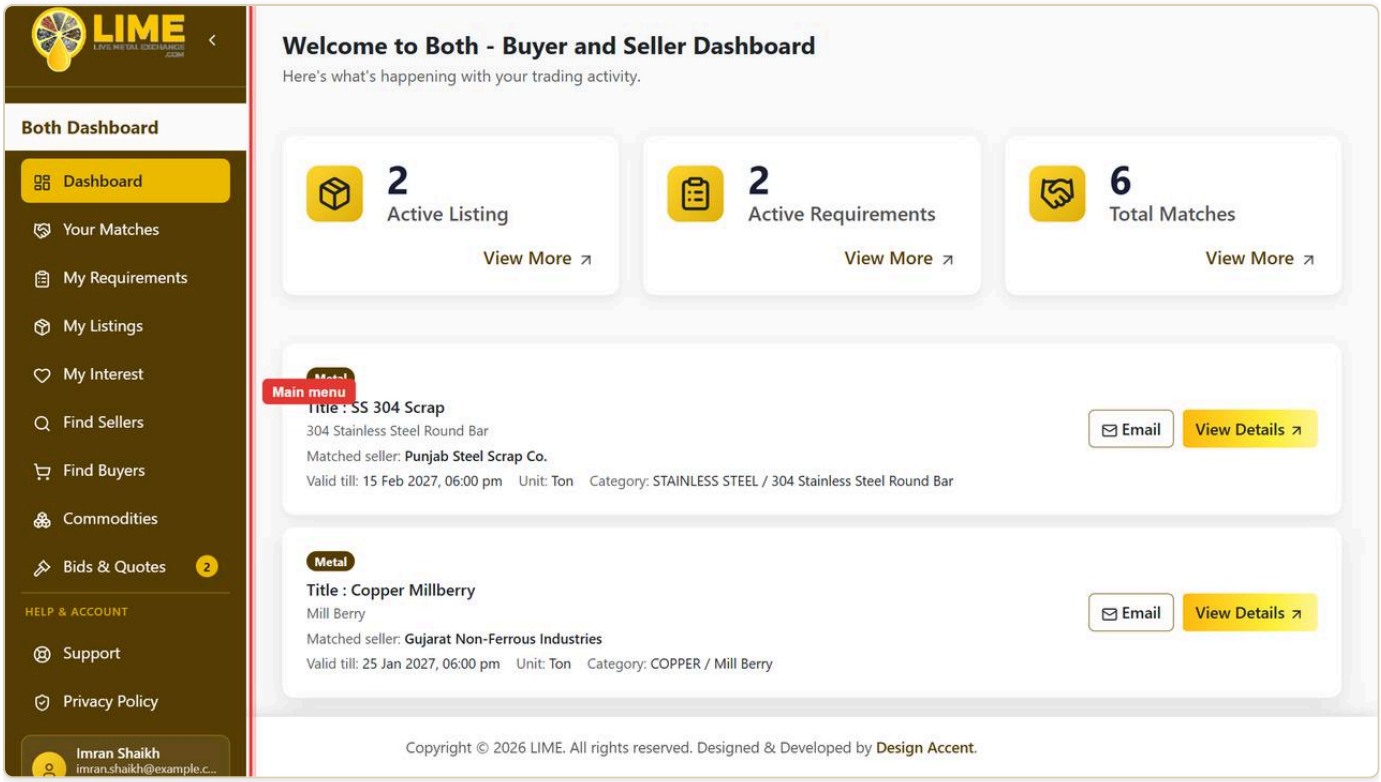
5.1 The Both dashboard

Pages that work exactly as for a Seller or a Buyer are not repeated here - see sections 3 and 4.

1. Three cards: **Active Listing** (what you sell), **Active Requirements** (what you buy) and **Total Matches**. Below, your latest matches.

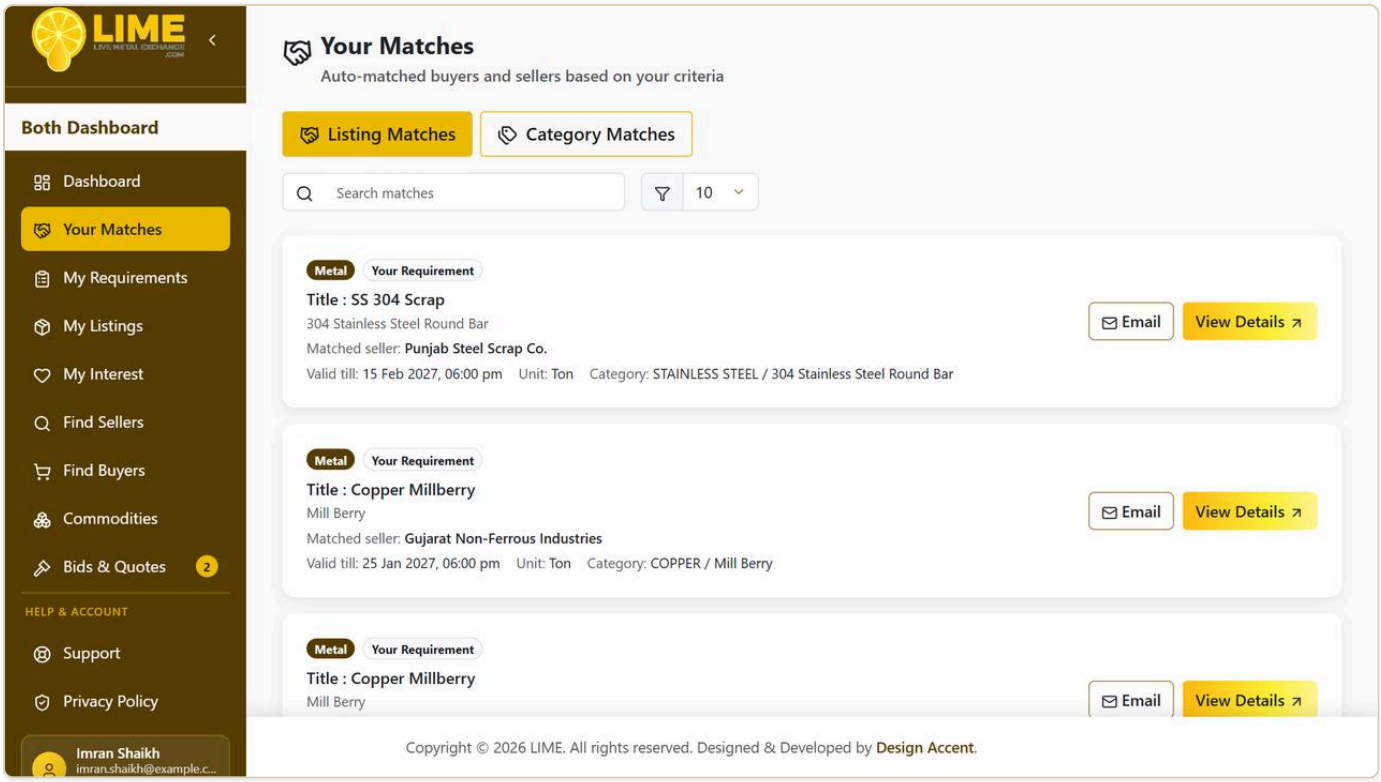


2 The menu has the pages of both roles: Dashboard, Your Matches, **My Requirements**, **My Listings**, My Interest, **Find Sellers**, **Find Buyers**, Commodities, Bids & Quotes, Support and Privacy Policy, then your account card, plan date and Log Out.



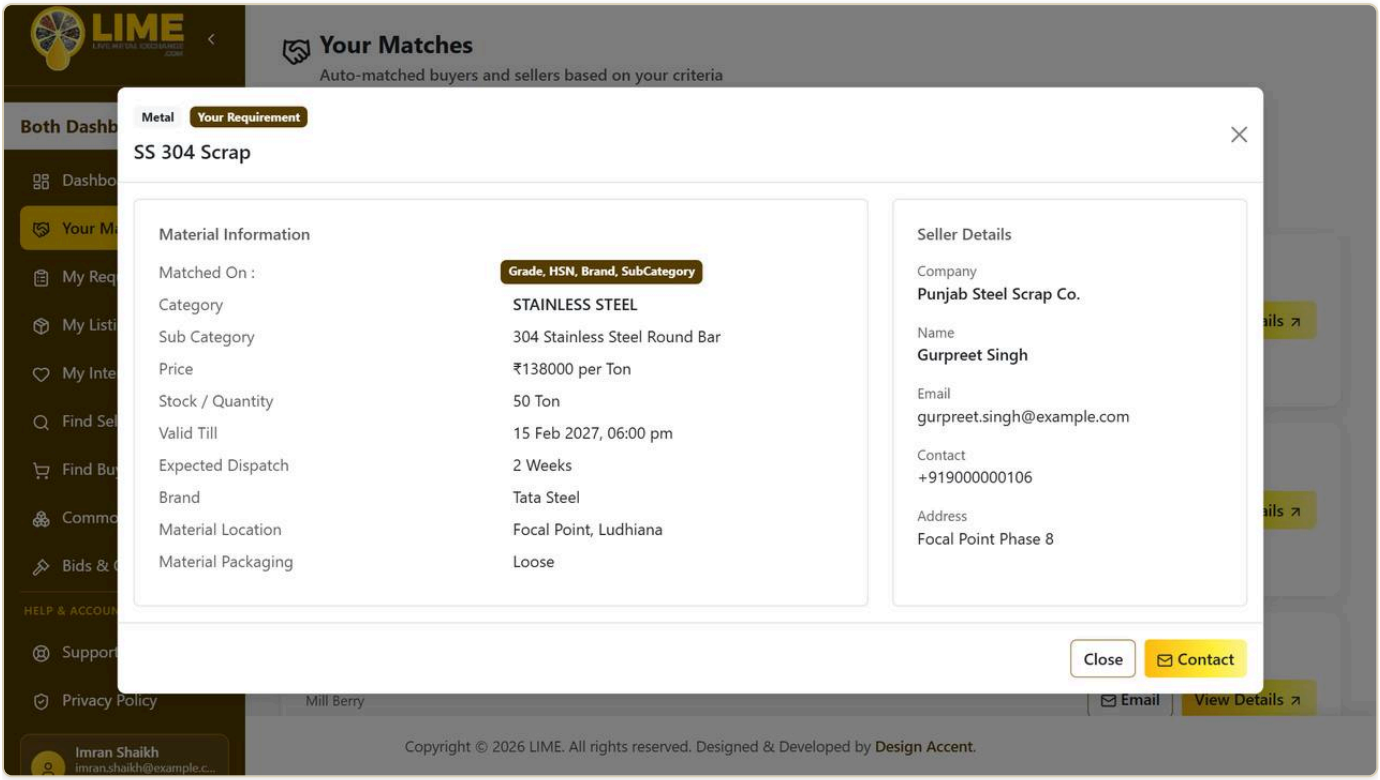
5.2 Your Matches - both directions

3 **Listing Matches** shows matches in both directions in one list. The badge on each card says which of your posts matched: **Your Listing** (a buyer needs it) or **Your Requirement** (a seller has it).

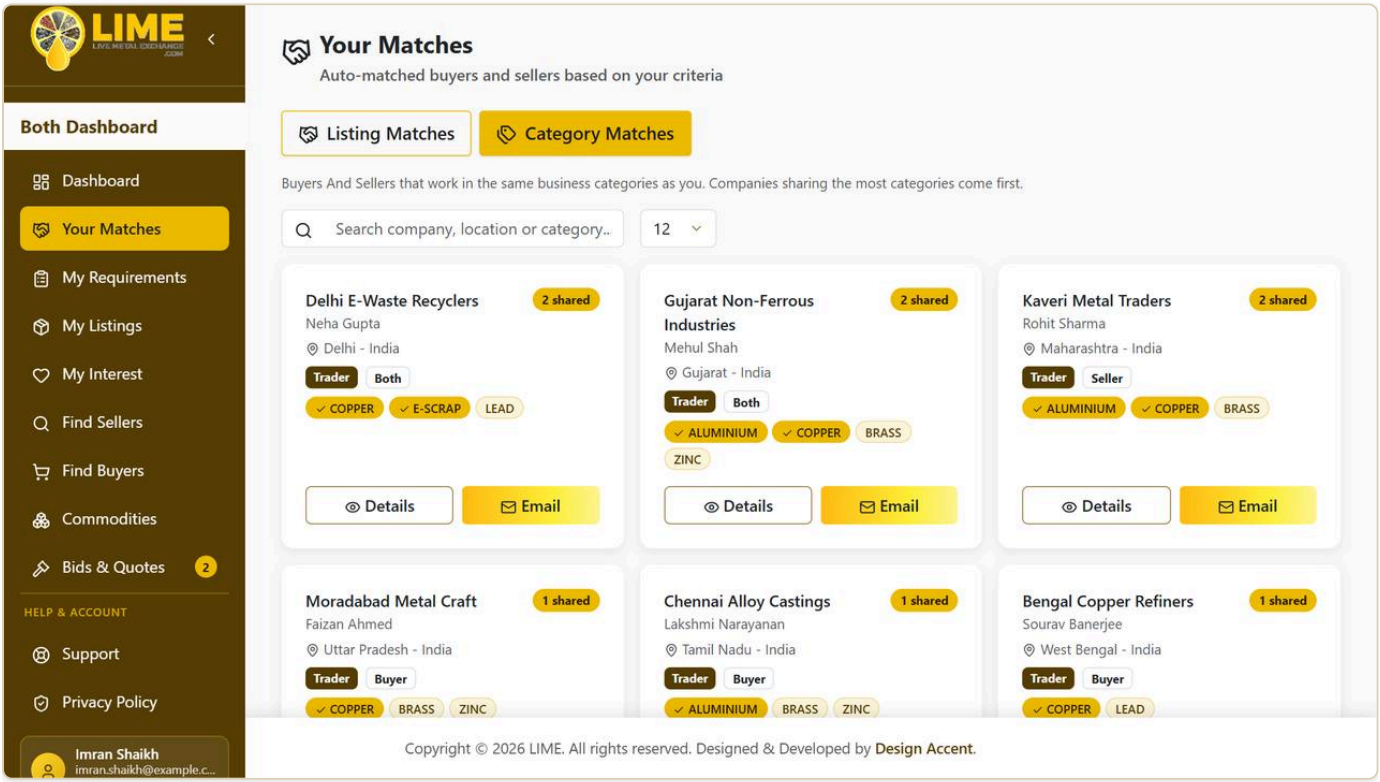


> For Both accounts the rule is stricter: the same sub category **and** at least one of the same grade, HSN code or brand. Your own listing never matches your own requirement.

4 **View Details** shows what matched (**Matched On**), your post, and the other company under **Seller Details** or **Buyer Details**.

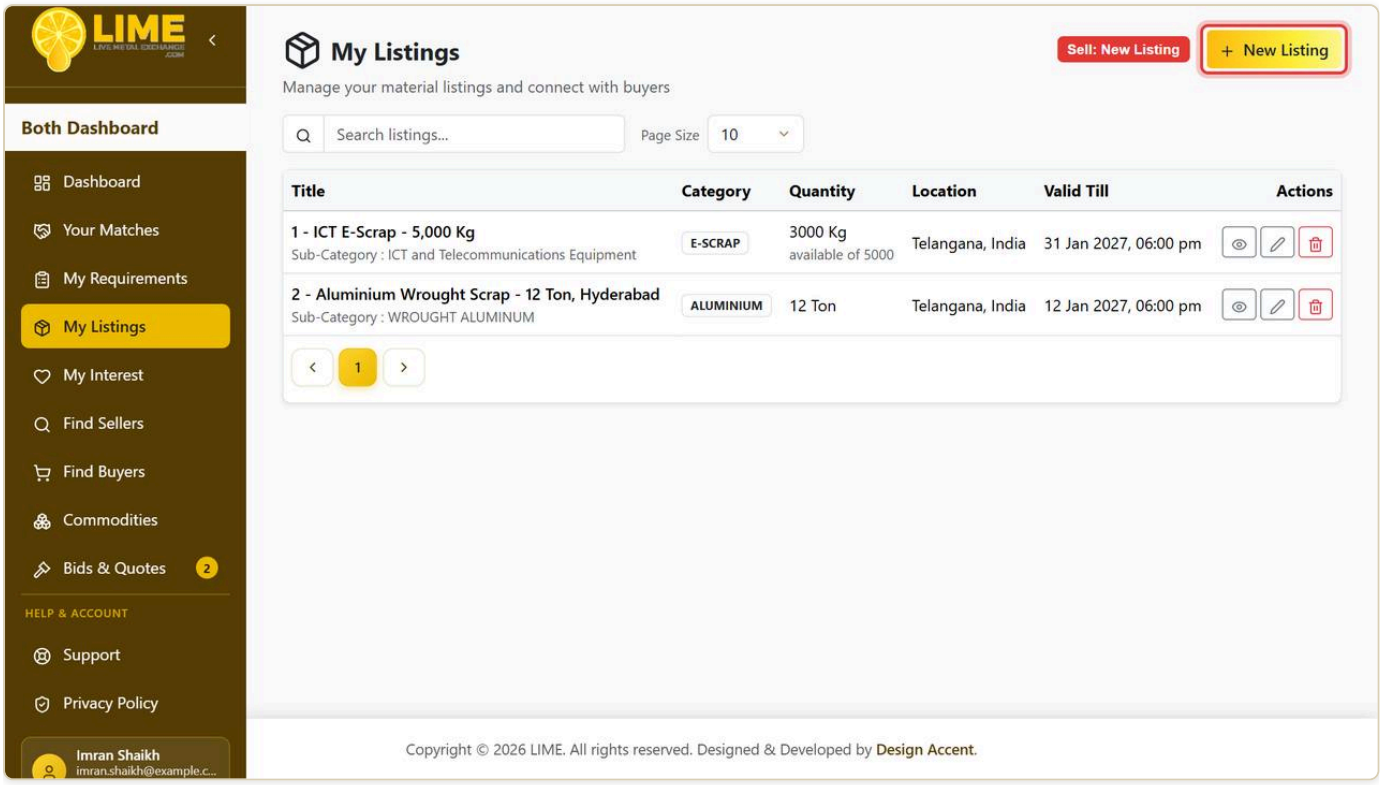


5 **Category Matches** shows companies of every role that share your business categories.

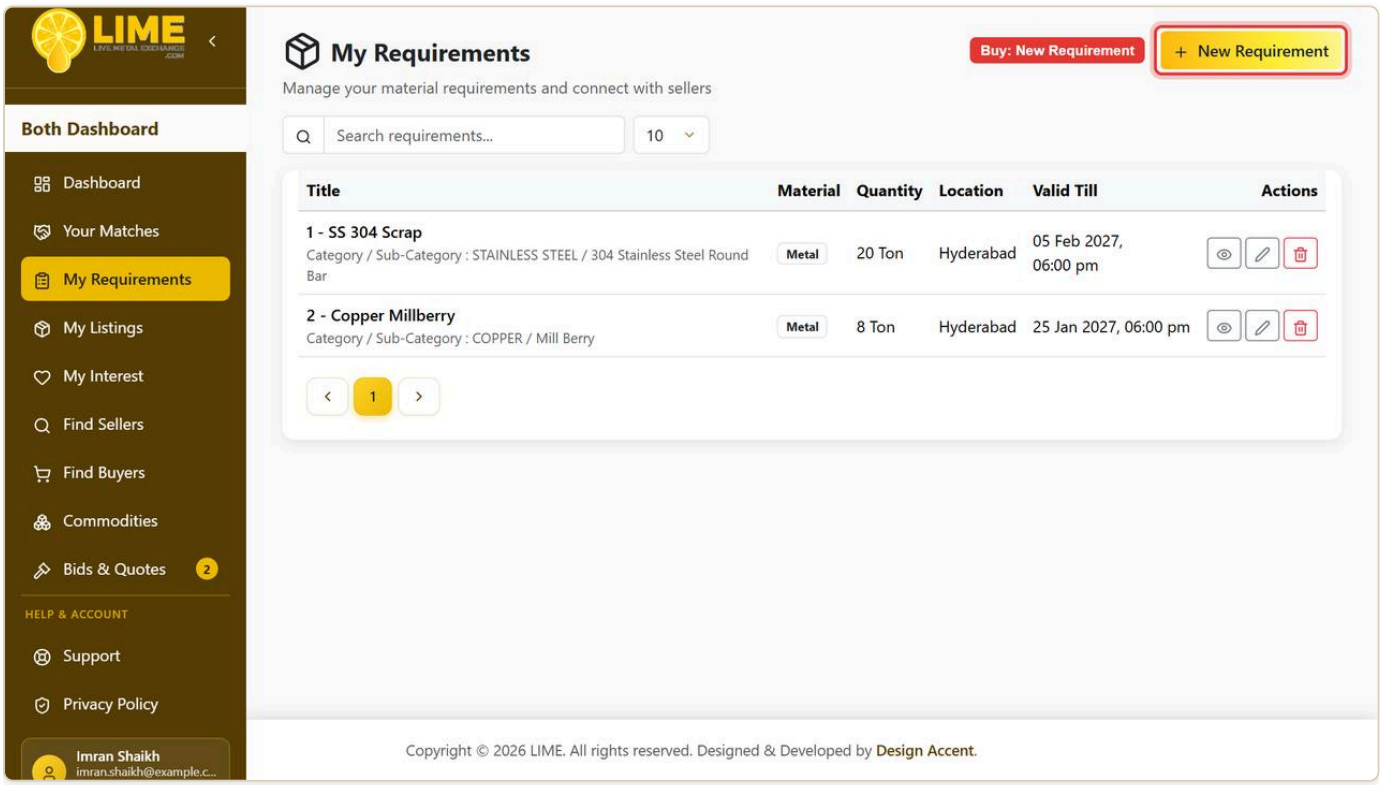


5.3 Selling and buying - My Listings, My Requirements, My Interest

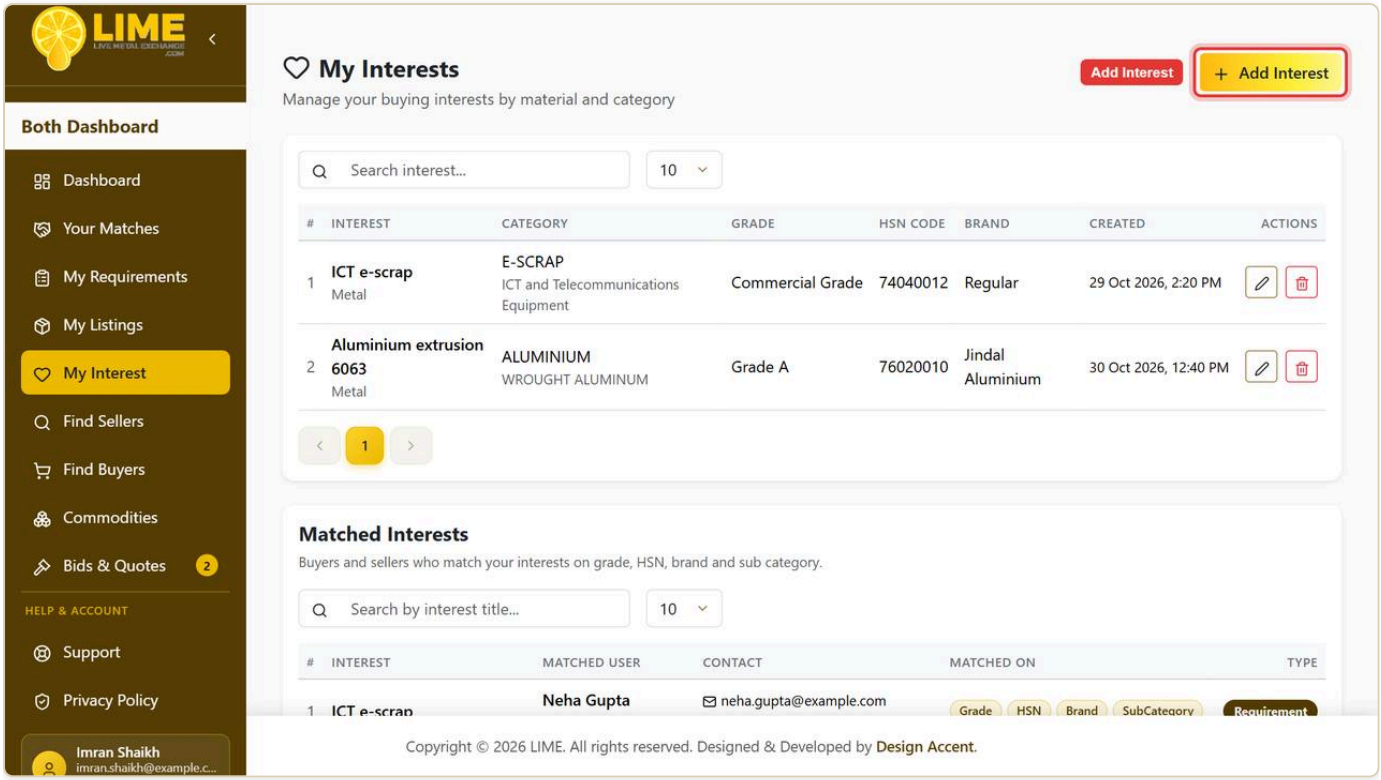
6 **My Listings** is where you sell: **New Listing**, view, edit and delete work exactly as in section 3 (steps 8-16).



7 **My Requirements** is where you buy: **New Requirement**, view, edit and delete work exactly as in section 4 (steps 7-14).

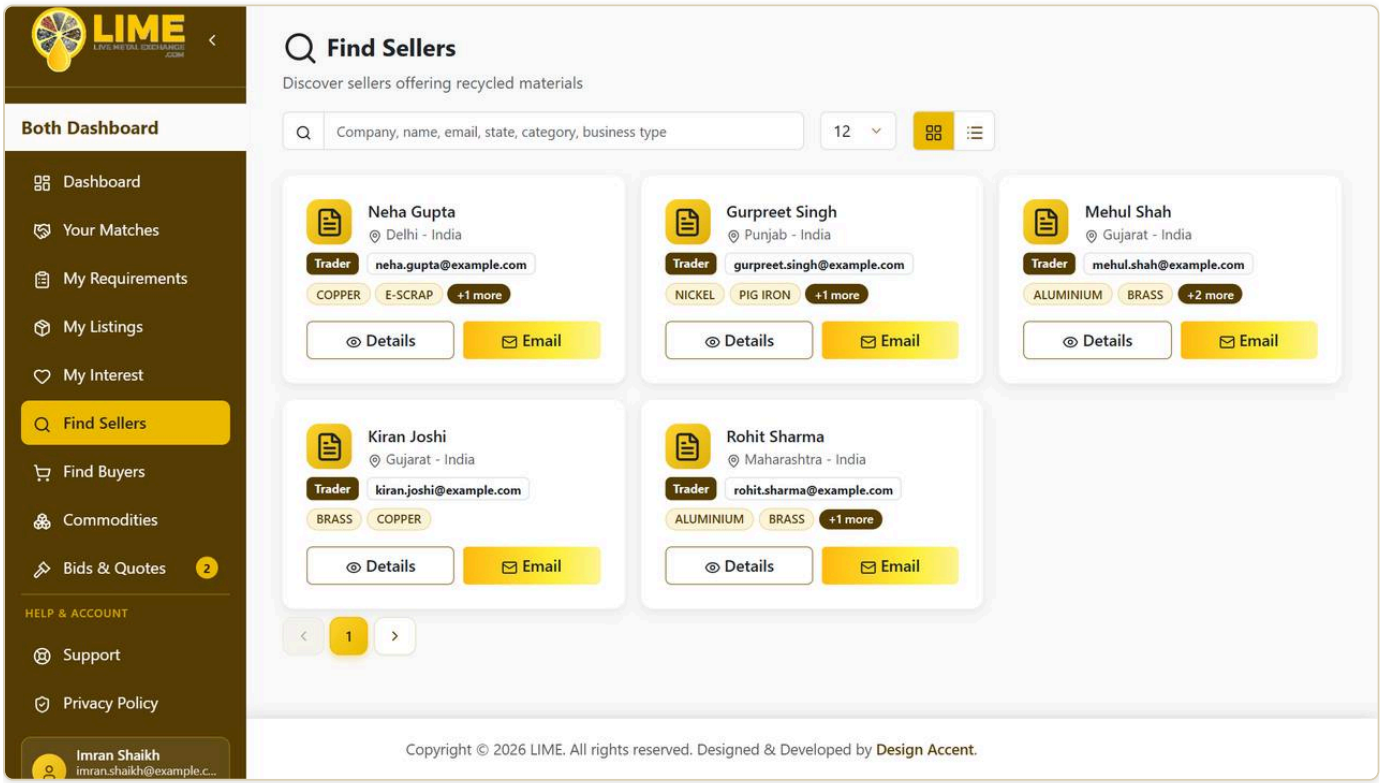


8 **My Interest** works as the Buyer Interest List (section 4, steps 15-17): **Add Interest**, then see the matching listings and requirements under **Matched Interests**.

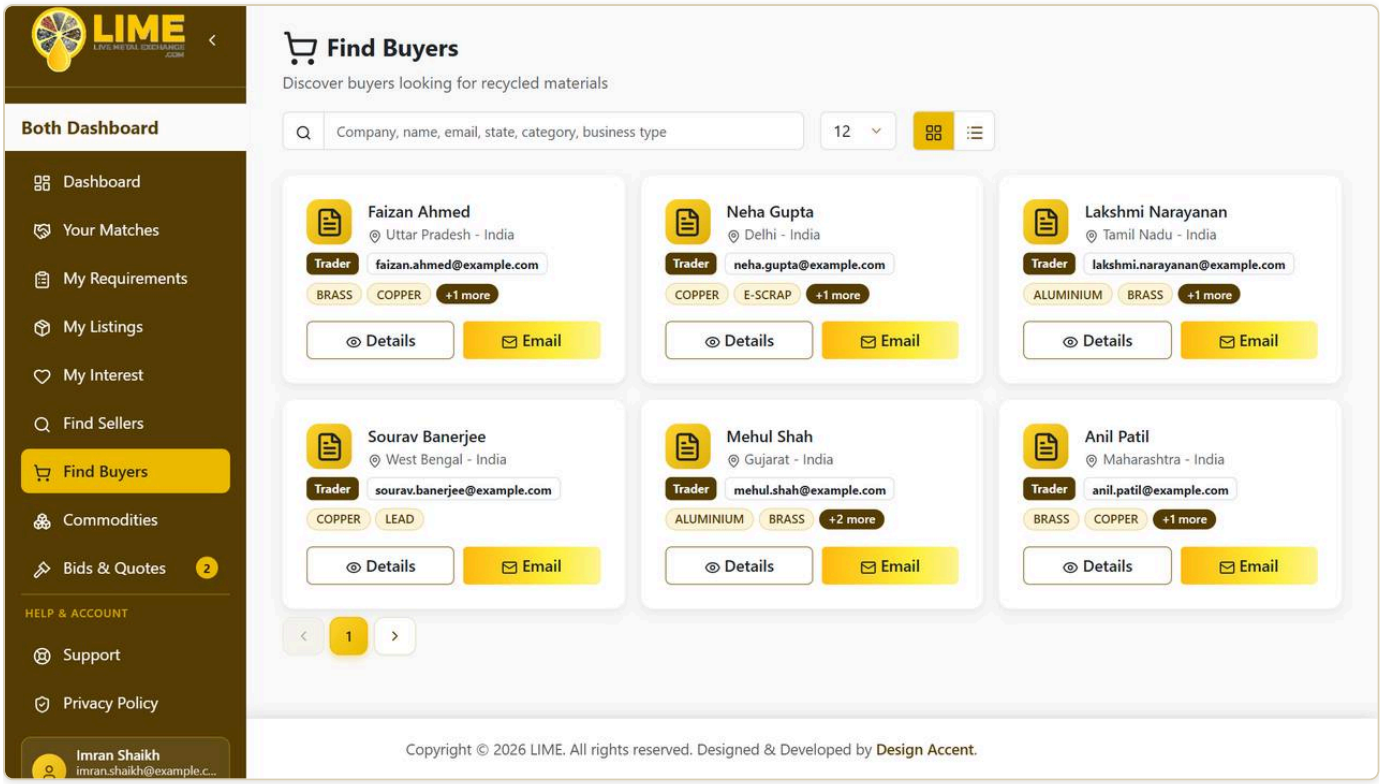


5.4 Find Sellers and Find Buyers

9 **Find Sellers** lists every seller company, **Find Buyers** (below) every buyer company. Other Both companies appear in both. Search, **Details** and **Email** work as in sections 3 and 4.

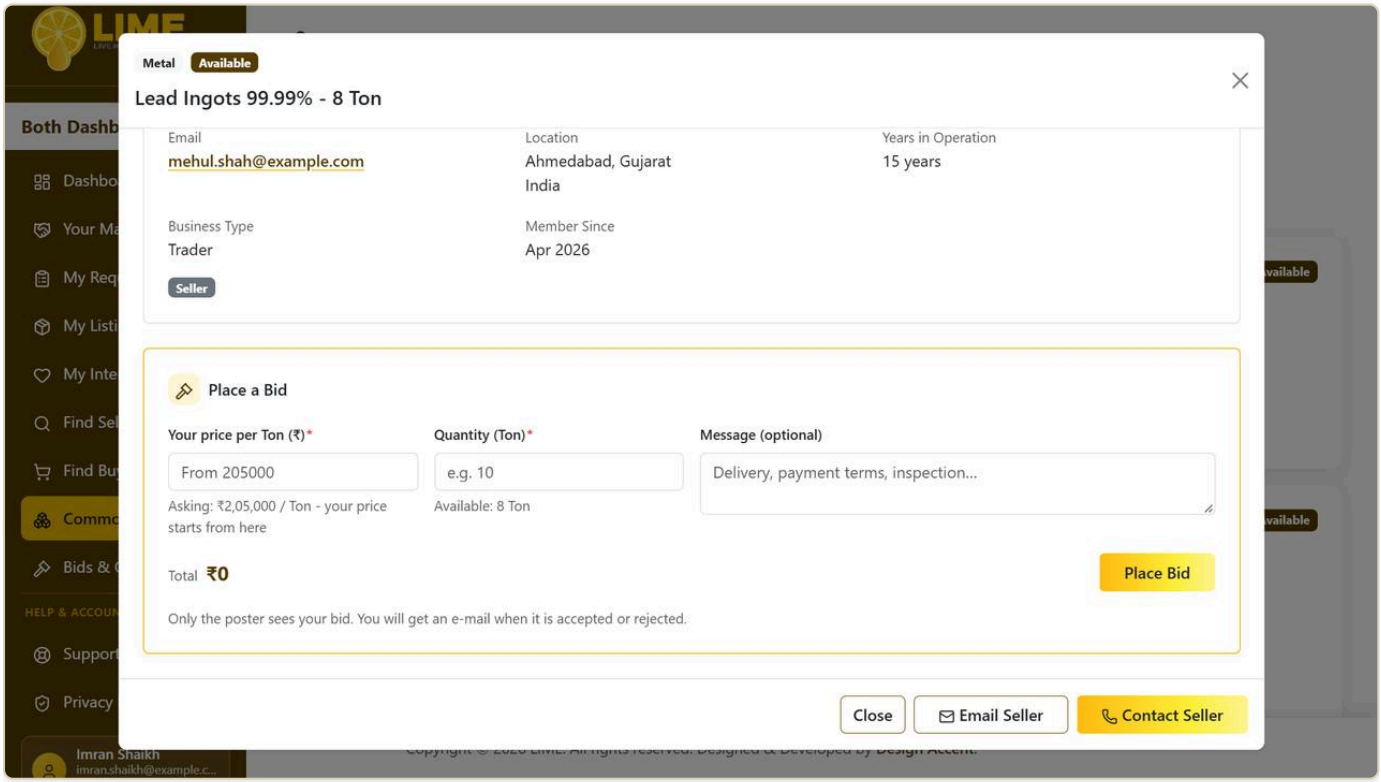


10 **Find Buyers**:

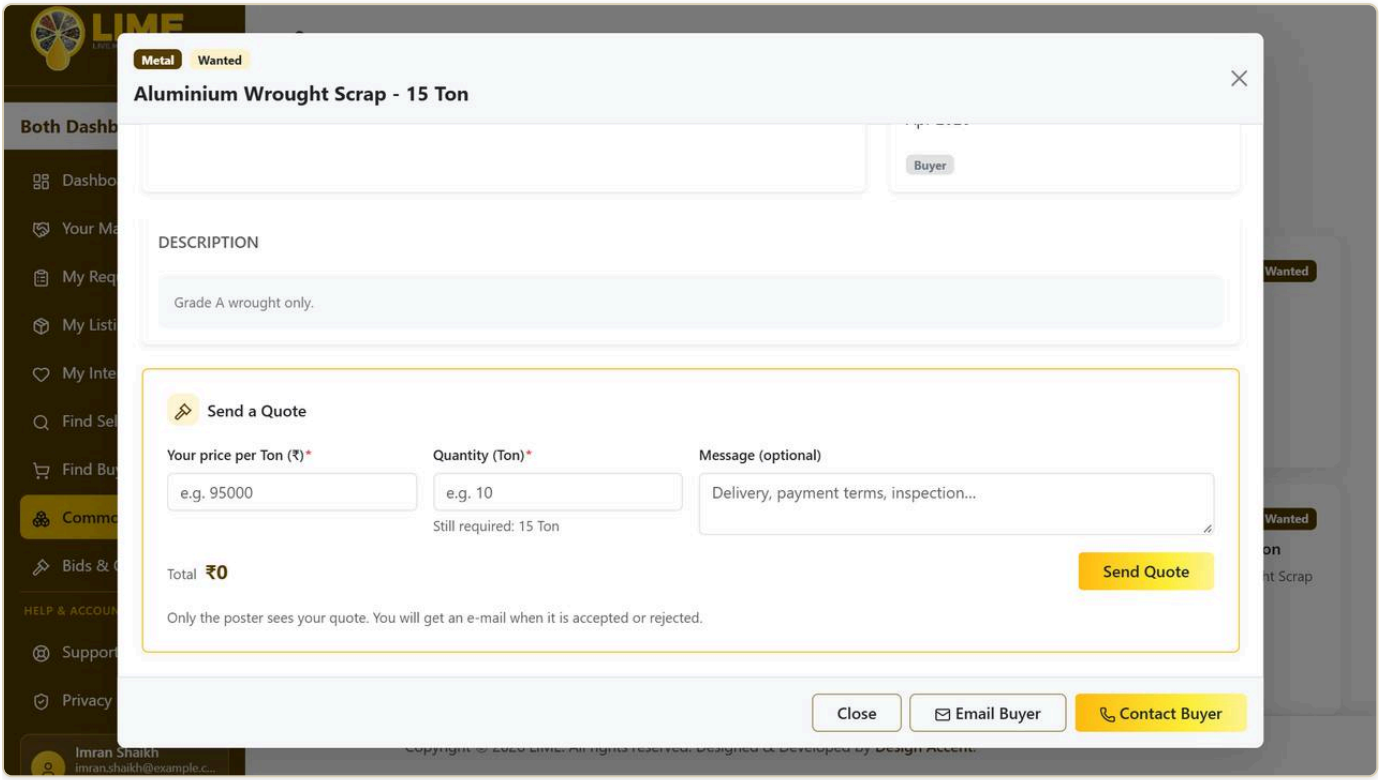


5.5 Commodities - bid and quote

11 Tab **Available**: open a seller's listing with **View Details** and use **Place a Bid** at the bottom, as a Buyer does (section 4, step 22).



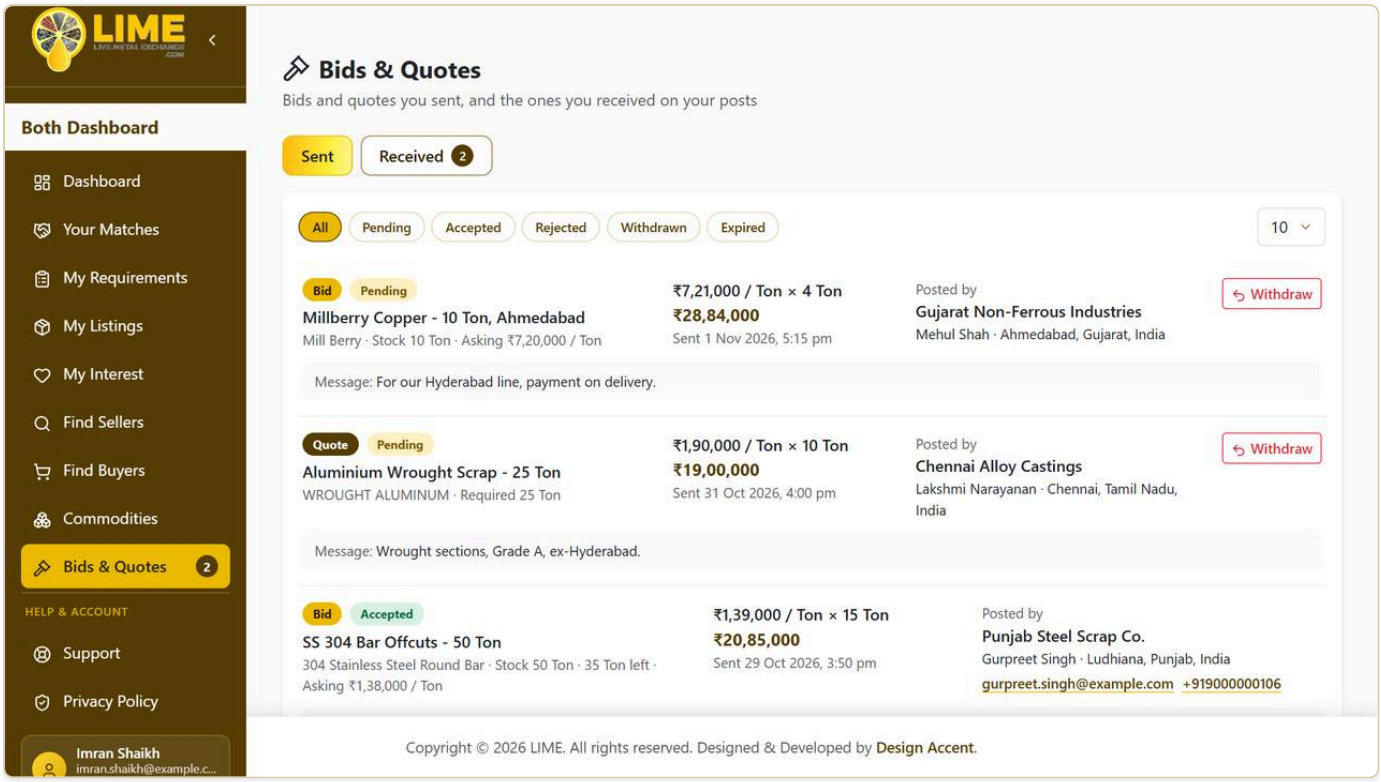
12 Tab **Wanted**: open a buyer's requirement and use **Send a Quote** at the bottom, as a Seller does (section 3, step 23).



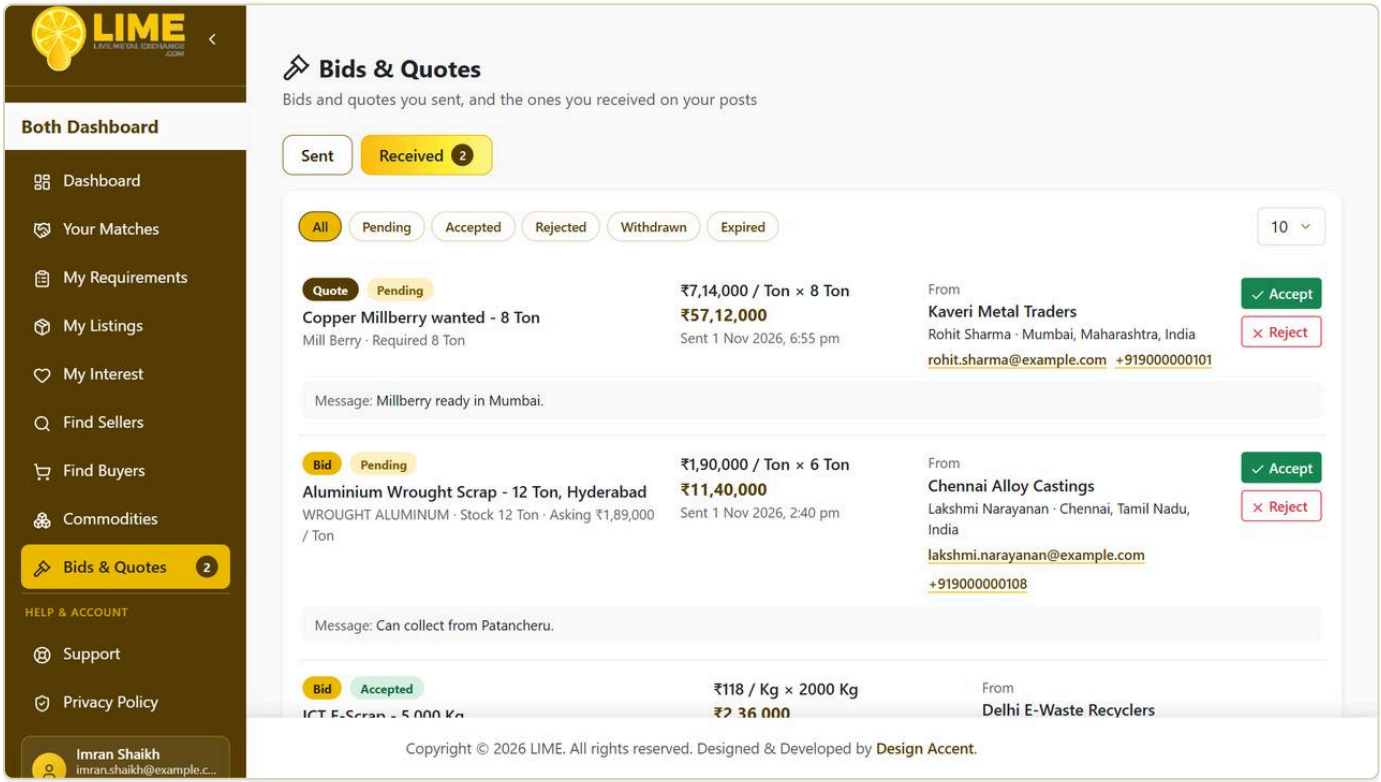
> You cannot bid or quote on your own listings and requirements.

5.6 Bids & Quotes - Sent and Received

13 Tab **Sent**: your bids on listings and your quotes on requirements together. The badge on each row says **Bid** or **Quote**. Filter by status; a pending one can be withdrawn.

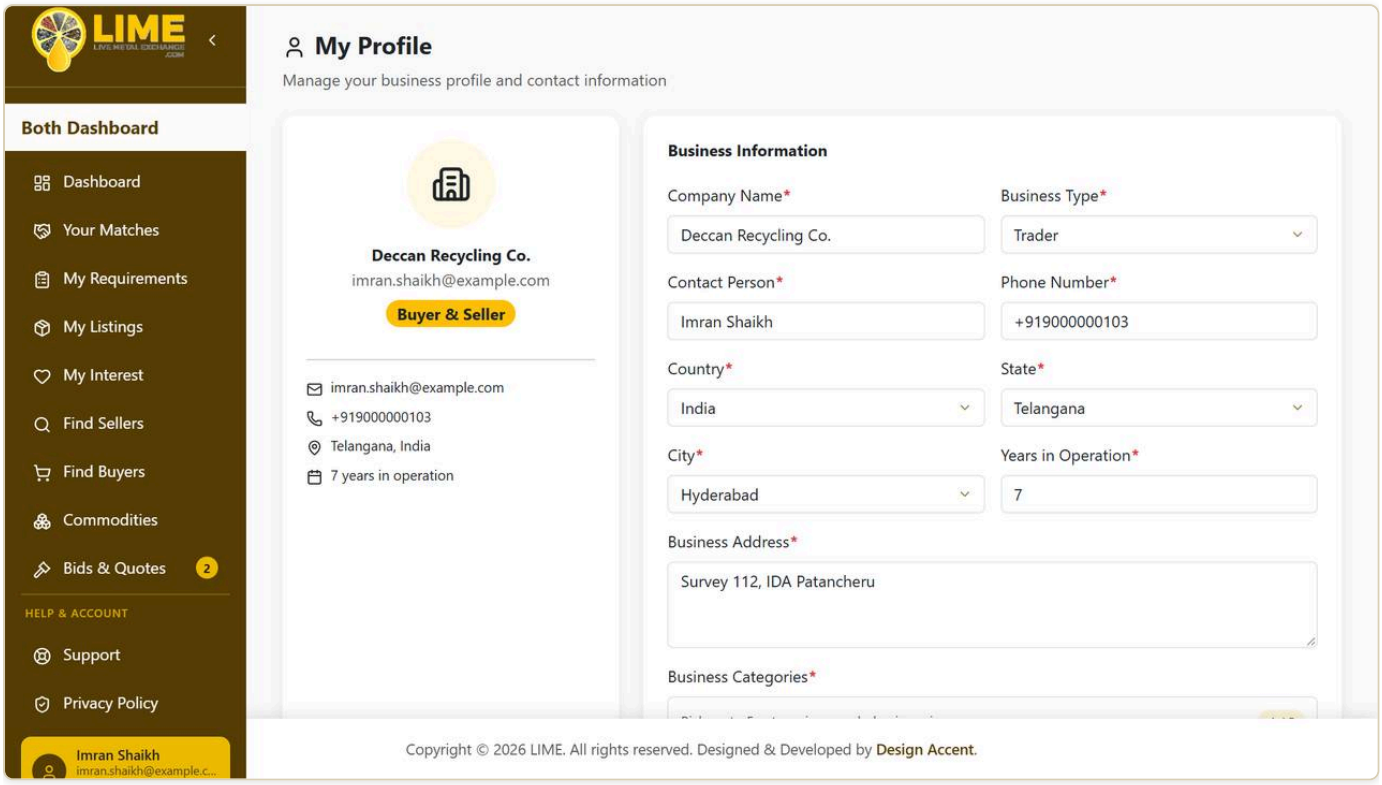


14 Tab **Received**: bids on your listings and quotes on your requirements. Answer a pending one with **Accept** or **Reject**. When nothing has come in yet, the page shows **Nothing here yet**.

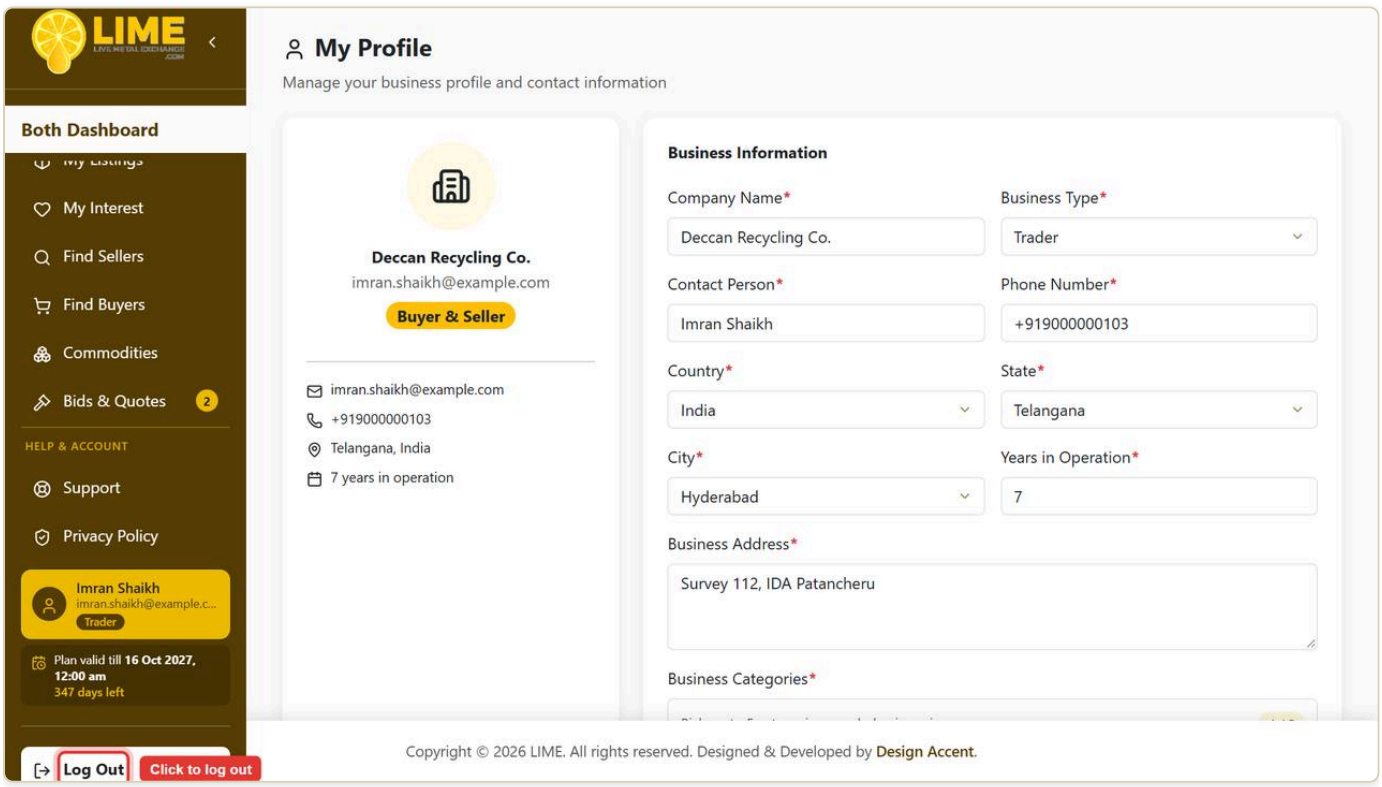


5.7 Profile and Log Out

15 Your **Profile** shows the role **Buyer & Seller**. Edit and save it as in section 3 (step 26).



16 Click **Log Out** at the bottom of the menu when you are done.



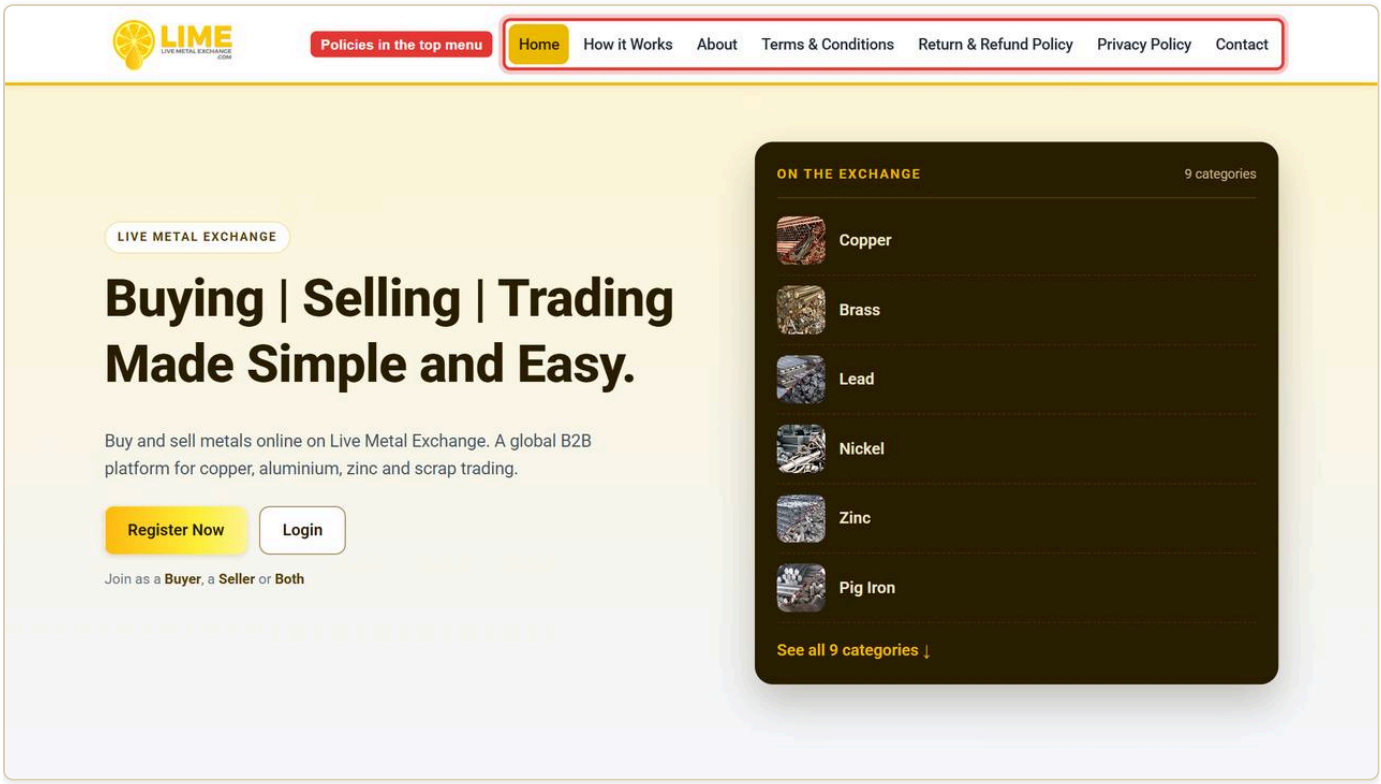
6 Terms, Privacy and Refunds

The rules of using LIME, in plain words. The full text is on the website - it is what applies.

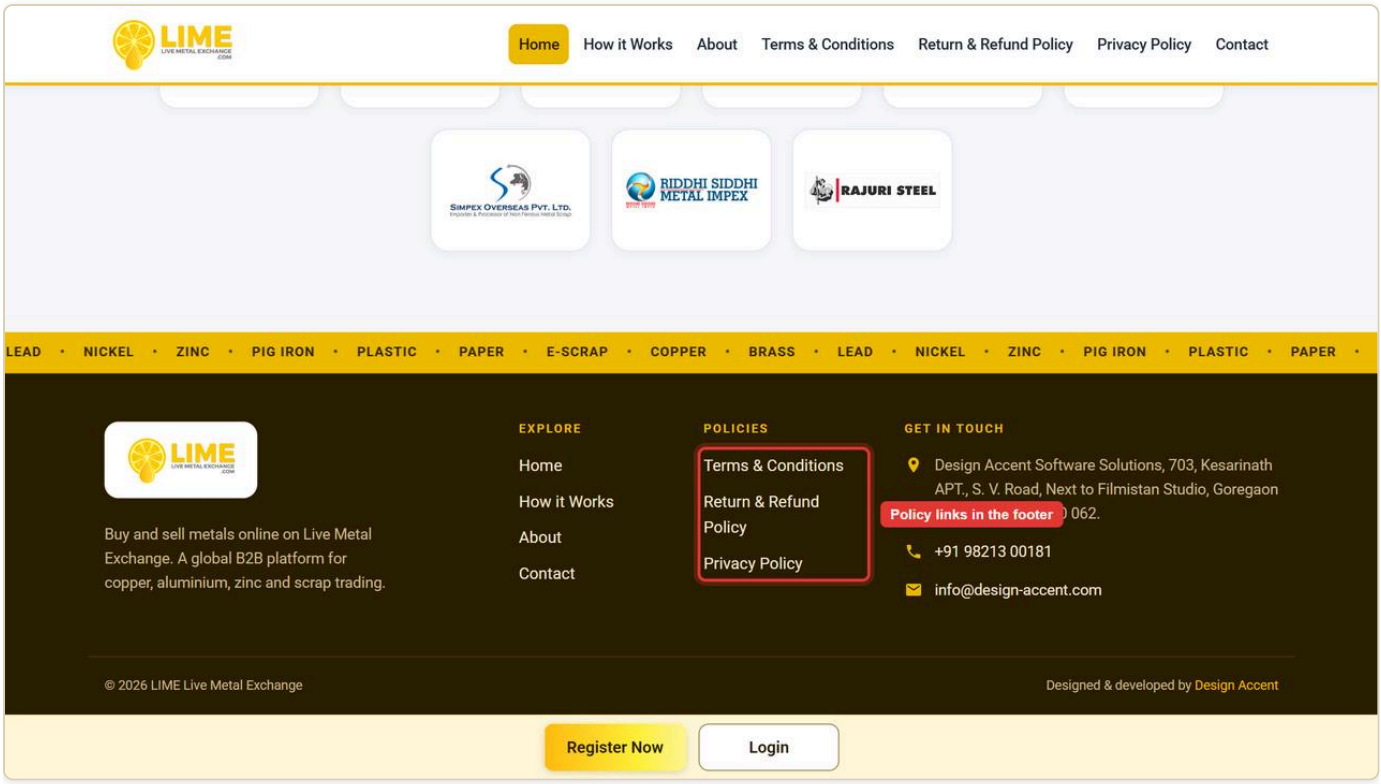
6.1 Where to find the policies

Three policies apply to every LIME account: Terms & Conditions, Privacy Policy and Return & Refund Policy.

1 On **livemetalexchange.com** all three are in the **top menu** ...

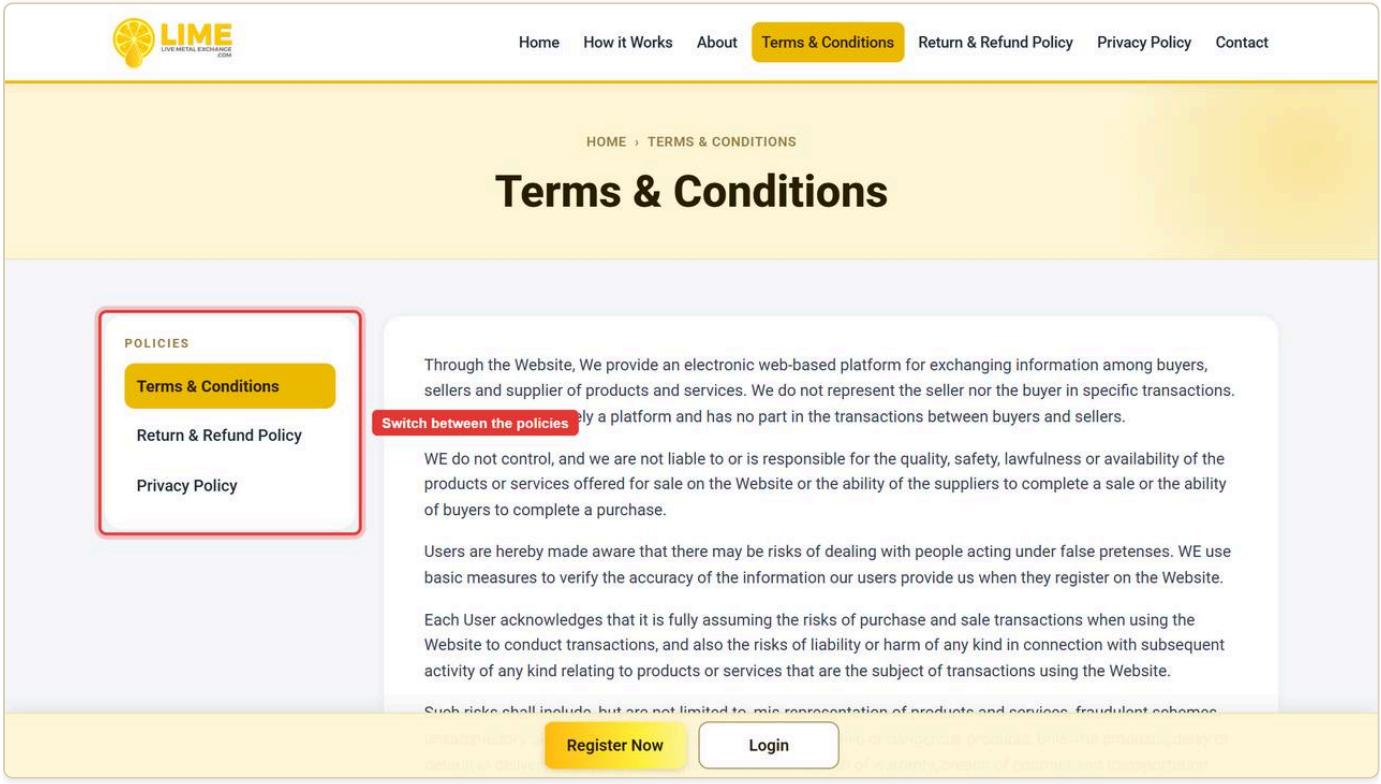


2 ... and in the **Policies** column of the footer, on every page of the website.



Inside the dashboard, the **Privacy Policy** is also in the menu under **Help & Account** (see section 3, step 28).

3 On a policy page, the **Policies** box on the left switches between the three policies.



6.2 Terms & Conditions - the main points

livemetalexchange.com/terms-conditions

LIME is a **meeting place** for buyers and sellers. It is not a party to your deals. In short:

LIME is only the platform

LIME shares information between buyers and sellers. It does not represent either side and has no part in the transactions between them.

You carry the trade risk

Quality, safety, legality and availability of material, delivery, payment and contract terms are the responsibility of the buyer and seller - not of LIME.

Check who you deal with

LIME takes basic steps to check registration details, but people may act under false pretences. Verify a company before you pay or ship.

Disputes stay between the parties

If you have a dispute with another user, you agree not to hold LIME, its staff or affiliates liable for it.

Keep your account safe

You are responsible for everything done under your account. Never share your login code.

Information as is

LIME gives no guarantee that information posted by users is correct or complete.

6.3 Ending your account (Termination)

The Terms apply until the account is ended by you or by LIME:

You end it

You may stop using LIME at any time, for any reason, with **2 months' notice**.

LIME ends it

LIME may, without notice, limit or close the account of a user who repeatedly breaks the rules or infringes the intellectual property of others.

Content that breaks the rules

LIME decides whether posted content is appropriate and may remove it, or block uploads, at any time.

Refund on cancellation

A refund is only possible within 15 days of payment - see the Return & Refund Policy below.

6.4 Privacy Policy - your data

livemetalexchange.com/privacy-policy

What LIME does with the information you give it:

What is collected

Information from registration, forms, profile updates, chats, feedback and messages to LIME, and from the devices you use.

Why it is used

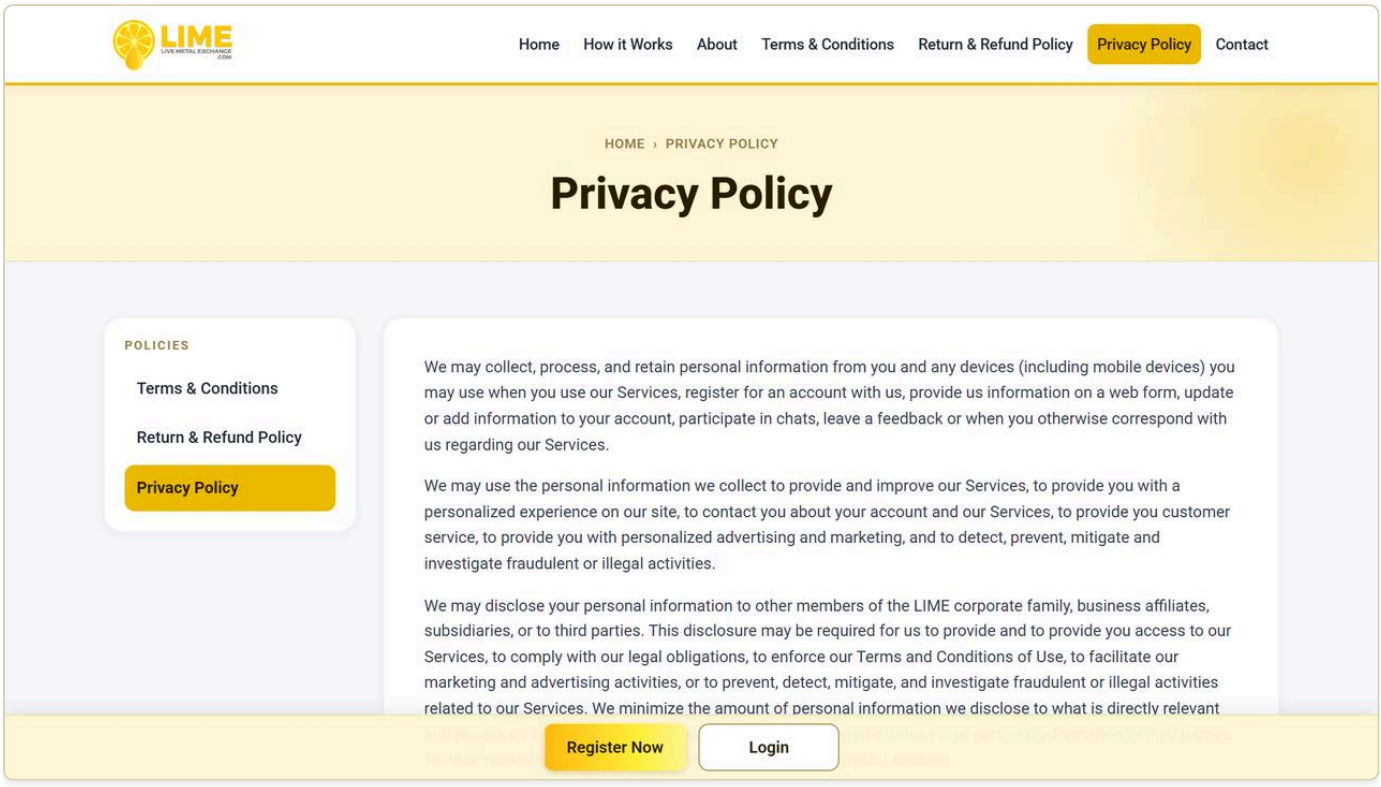
To run and improve the service, contact you about your account, give customer service, personalise the site and marketing, and fight fraud.

Who sees it

Other LIME companies, partners or third parties only when needed to provide the service, meet the law, enforce the Terms or prevent fraud - and only as much as needed.

No selling for ads

Your personal data is **not** given to third parties for their own marketing without your explicit consent.



> Remember: your company name, contact person, email, phone and address are shown to other LIME users (Find Buyers / Find Sellers, matches, bids). That is how buyers and sellers reach each other.

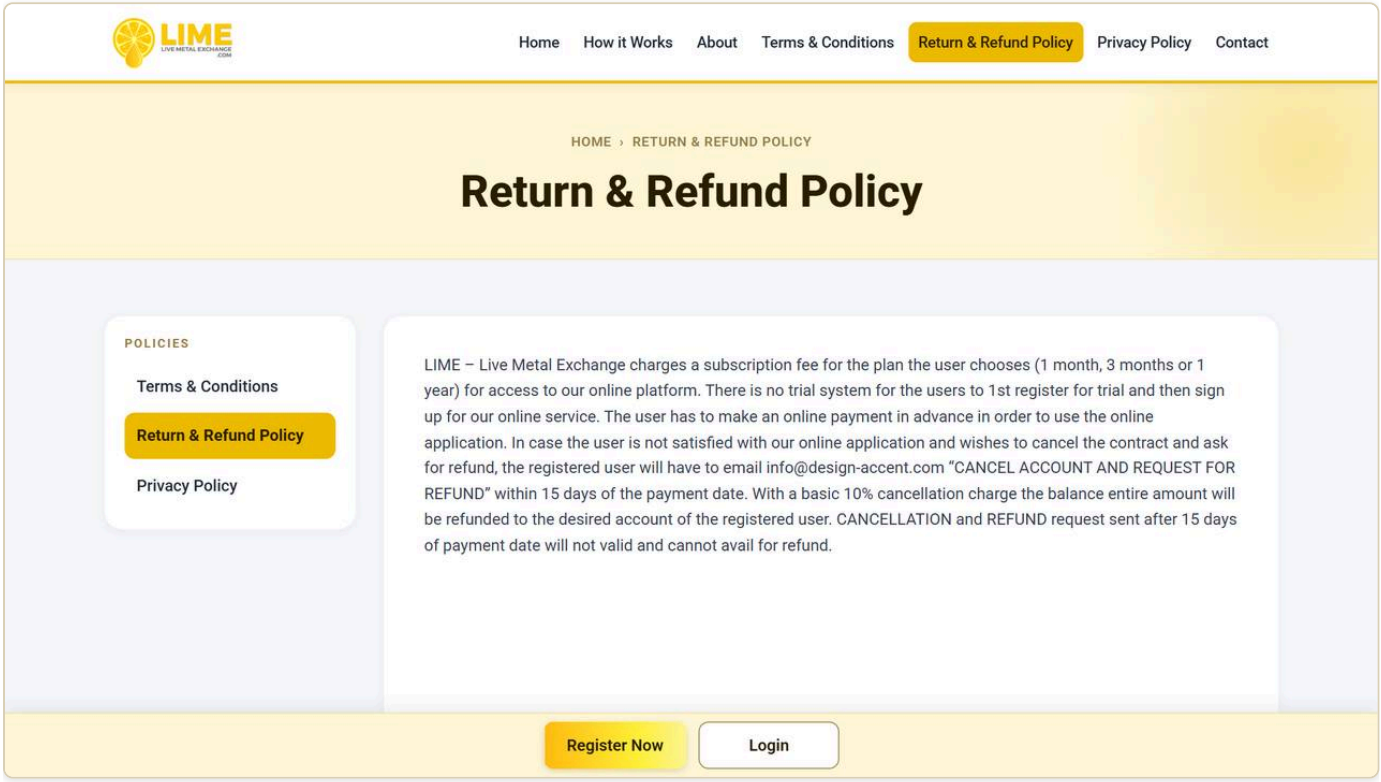
6.5 Return & Refund Policy - payments and cancellation

livemetalexchange.com/return-refund-policy

LIME is a paid subscription. There is **no free trial**: the plan is paid online in advance before you can use the dashboard. If you are not satisfied and want to cancel:

1. **Within 15 days**
   Act within **15 days of your payment date**.
2. **Send an email**
   From your registered email, write to **info@design-accent.com** with the subject **CANCEL ACCOUNT AND REQUEST FOR REFUND**.
3. **Refund paid**
   A **10% cancellation charge** is deducted; the balance is refunded to your account.

After 15 days no refund is possible. A cancellation and refund request sent after 15 days of the payment date is not valid.



Example: you paid for a plan on 1 March and ask to cancel on 10 March (day 10): you get back the amount paid minus 10%. Ask on 20 March (day 20): no refund.

6.6 Questions? Contact LIME

The **Contact** page of the website gives the office address (with a map link), phone and email. Logged-in users can also use **Support** in the dashboard (email, phone or WhatsApp - section 3, step 27).

