

## **ZELWIN terms of use**

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Please read our additional rules, which also govern your use of the ZELWIN Services, to understand our practices.

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When you use any ZELWIN Service or send emails, text messages and other communications from your desktop or mobile device, you may interact with us electronically. You agree to receive electronic communications from us, such as emails, texts, mobile push notifications or messages on this website or through other ZELWIN Services. You can also save copies of these messages for your needs. You agree that all agreements, notices, disclosures and other forms of communication that we provide to you electronically satisfy all legal requirements for written forms of communication.

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By using any ZELWIN Service, you are responsible for maintaining the confidentiality of your account and password and for restricting access to your computer, and agree to accept responsibility for all activities that occur under your account and password. ZELWIN sells products for children, but sells them to adults who can make purchases with a credit card or other authorized method. If you are under 18 years of age, you can only use ZELWIN Services with the help of a parent or guardian. ZELWIN reserves the right to refuse services, cancel accounts, delete or modify content, or cancel orders at ITS sole discretion.

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Visitors may leave feedback, comments and other information, send messages and suggestions, ideas, comments, questions or other information, as long as such information is not illegal, obscene, threatening, defamatory, violating privacy, infringing intellectual property rights or otherwise harmful to third parties, or is offensive, and contains software viruses, political propaganda, commercial offers, chain letters, mass mailings, or "spam" in any other form. You may not use a false email address, impersonate another person or organization, or otherwise mislead as to the origin of the content. ZELWIN reserves the right (but is not obligated) to remove or modify such content, and the company does not regularly review posted content.

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ZELWIN respects the intellectual property of others. If you believe that your work has been copied in violation of copyright, please contact us accordingly.

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All purchases at ZELWIN are made in accordance with the delivery agreement between the Seller and the Buyer. Terms of delivery of goods and conditions of return of goods are established by Sellers. A seller is any person registered as a Seller and selling goods.

### **Returns, refunds and ownership**

ZELWIN does not acquire ownership of the goods, ownership of the goods belongs to the Seller and passes to the Buyer at the time established by the Seller, after the transfer of ownership of the goods to the Buyer ZELWIN transfers the Buyer's funds to the Seller. At our discretion, the funds can be refunded without returning the goods.

### **Product description**

ZELWIN tries to ensure that sellers' descriptions of products are as accurate as Possible. However, ZELWIN does not warrant that the product descriptions or other content on this site are accurate, complete, reliable, current or error-free. If the item offered by the Sellers does not match the description, the Buyer can send a complaint to ZELWIN support.

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Prices for goods are set by Sellers themselves. We cannot confirm the price of an item sold on our Websites before placing an order. Despite our best efforts, some items in our catalog may have incorrect prices. If the correct price of an item exceeds our stated price, we will, at our discretion, either contact you for instructions before the Seller ships the item, or cancel your order and notify you of such cancellation.

## **ZELWIN software terms of use**

The terms apply to any software (including any software updates and any related documentation) that we provide from time to time for your use in connection with the ZELWIN Services ("ZELWIN Software").

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If you use applications created by ZELWIN, such as the ZELWIN app, you may grant us certain permissions with respect to your device. Most mobile devices provide you with information about these permissions.

## **SANCTIONS AND EXPORT POLICY**

You may not use the ZELWIN Service if you are subject to UAE sanctions or sanctions under UAE law imposed by the government of the country in which you use the ZELWIN Services. You must comply with all UAE restrictions and other export and re-export restrictions that may apply to the goods, software (including ZELWIN software), technology, and services.

The buyer bears the risk when buying goods that may be prohibited for sale in the country of residence and / or the country of delivery of the goods. In the case of ordering illicit goods, confiscation and other legal action taken against the Buyer and/or Seller, Buyer and/or Seller is responsible before the law on his own, without ZELWIN, as ZELWIN is the middleman between the Seller and the Buyer, marketplace and has no opportunity to inspect the goods, ZELWIN provides Software for implementation of transactions on purchase-sale of goods.

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#### **Disputes**

Any dispute or claim in any way related to your use of any ZELWIN Service or any products or services sold or distributed by ZELWIN or provided through the Websites will be resolved by way of a claim process and not in a court of law, except that you have the right to sue in small claims court if your claims are

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- \* **A description of the work for which you believe the copyright has been infringed;**
- \* **A description of the location on the site of material that you believe infringes copyright;**
- **Your address, phone number and email address;**
- \* **A statement of your good faith belief that the disputed use is not authorized by the copyright owner, its agent, or the law;**
- \* **Your statement, made under penalty of perjury, that the above information is, to the best of your knowledge, accurate and that you are the copyright owner or authorized to act on behalf of the copyright owner.**

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