

# CLEANSIMUR TERMS OF USE

**Effective Date:** August 6, 2026

Welcome to Cleansimur.

These Terms of Use govern your access to and use of Cleansimur's social media pages, online communications, promotional materials, and products. By interacting with our pages, placing an order, or purchasing any Cleansimur product, you agree to these Terms.

## 1. About Us

Cleansimur is a wellness product marketed and distributed by **Cleansimur International Limited**.

## 2. Product Information

We strive to ensure that all information relating to our products is accurate and current. However, product descriptions, images, pricing, and availability may change without prior notice.

## 3. Health Disclaimer

Cleansimur is intended to support general wellness. Our products are **not intended to diagnose, treat, cure, or prevent any disease**, unless expressly approved by the appropriate regulatory authority. Customers should consult qualified healthcare professionals before using our products, especially if pregnant, nursing, taking medication, or living with any medical condition.

## 4. Orders

Orders are processed upon confirmation of payment. Cleansimur reserves the right to accept, decline, or cancel any order where fraud, pricing errors, stock limitations, or other legitimate business concerns exist.

## 5. Pricing

Prices are subject to change without prior notice. Applicable delivery charges will be communicated before payment.

## **6. Intellectual Property**

The Cleansimur name, logos, product designs, images, videos, publications, and promotional materials remain the exclusive intellectual property of Cleansimur International Limited. No person may reproduce, distribute, modify, or use any of our intellectual property without prior written permission.

## **7. User Conduct**

Users interacting with our social media pages shall not:

- Publish false or misleading information;
- Impersonate Cleansimur;
- Engage in abusive, defamatory, or unlawful conduct;
- Use our content for unauthorised commercial purposes.

Comments violating these standards may be removed.

## **8. Limitation of Liability**

To the fullest extent permitted by law, Cleansimur shall not be liable for indirect, incidental, or consequential losses arising from the purchase or use of our products.

## **9. Governing Law**

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

## **10. Contact**

For enquiries, complaints, or support, please contact Cleansimur through our official Facebook or Instagram pages or our officially published customer support channels.

# **CLEANSIMUR PRIVACY POLICY**

**Effective Date:** August 6, 2026

Cleansimur International Limited respects your privacy and is committed to protecting your personal information.

## **1. Information We Collect**

We may collect:

- Full name
- Telephone number
- Email address
- Delivery address
- Payment reference information
- Purchase history
- Customer enquiries and communications

We do **not** collect or store your debit or credit card details. Payments are securely processed through trusted payment providers such as Paystack.

## **2. How We Use Your Information**

Your information may be used to:

- Process and fulfil orders;
- Provide customer support;
- Communicate delivery updates;
- Improve our products and services;
- Comply with legal obligations; and
- Prevent fraud and unauthorized transactions.

## **3. Information Sharing**

We do not sell or rent customer information. Information may only be shared with:

- Payment processors;

- Logistics and delivery partners;
- Regulatory authorities where required by law; or
- Professional advisers where legally necessary.

#### **4. Data Security**

Reasonable administrative and technical safeguards are implemented to protect customer information against unauthorized access, misuse, or disclosure.

#### **5. Your Rights**

Subject to applicable law, customers may request:

- Access to their personal information;
- Correction of inaccurate information;
- Deletion of information where legally permissible; or
- Withdrawal of marketing consent.

#### **6. Marketing Communications**

Customers may opt out of promotional communications at any time by contacting Cleansimur or following the unsubscribe instructions where applicable.

#### **7. Children's Privacy**

Our products and services are not intentionally directed to children under the applicable legal age without parental or guardian involvement.

#### **8. Policy Updates**

This Privacy Policy may be updated from time to time. Any revised version becomes effective immediately upon publication.

#### **9. Contact**

For privacy-related enquiries, customers may contact Cleansimur through our official customer support channels.

## **CLEANSIMUR REFUND & RETURN POLICY**

**Effective Date:** August 6, 2026

Customer satisfaction is important to Cleansimur International Limited.

Please read this Refund and Return Policy carefully before placing an order.

### **1. Eligible Returns**

A return may be accepted where:

- The wrong product was supplied;
- The product was damaged during delivery;
- The product arrived with manufacturing defects; or
- The product was delivered in a condition that makes it unsuitable for normal use.

Customers should notify Cleansimur within **48 hours** of receiving the product. Photographic evidence may be requested before approval.

### **2. Non-Returnable Items**

For health, hygiene, and consumer safety reasons, Cleansimur cannot accept returns of products that:

- Have been opened;
- Have been used;
- Have damaged safety seals;
- Were damaged after delivery due to customer handling; or
- Were purchased from unauthorized sellers.

### **3. Refunds**

Where a refund is approved, payment will be returned using the original payment method. Approved refunds are generally processed within **7-14 business days**, depending on the payment provider.

#### **4. Exchanges**

Where stock is available, Cleansimur may replace eligible products instead of issuing a refund.

#### **5. Order Cancellation**

Orders may be cancelled before dispatch. Once an order has been dispatched, cancellation may not be possible except in accordance with this Policy.

#### **6. Delivery Issues**

Customers should ensure that delivery information provided during purchase is accurate. Additional delivery charges resulting from incorrect customer information may be borne by the customer.

#### **7. Contact**

To request a return or refund, please contact Cleansimur through our official customer support channels and provide:

- Full name;
- Order reference;
- Proof of payment; and
- Description of the issue together with photographs where applicable.