



## Ingubo Textiles Terms & Conditions

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At Ingubo Textiles, we are committed to providing a transparent and safe digital experience. These Terms & Conditions apply to our website, WhatsApp chatbot, and all other digital platforms and outline how you can access and use our services, and your rights and obligations.

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### Information We Collect

When you interact with our website, WhatsApp chatbot, or other digital platforms, we may collect the following types of information:

- **Personal Information:** Any personal details you provide, such as your name, contact information, or other identifiers.
  - **Usage Data:** Information about your interactions with our platforms, including timestamps, message content, and user preferences.
  - **Technical Information:** Details about your device and connection, such as your Internet service provider, IP address, date and time of access, and the website you linked from.
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### How We Use Your Information

We use the information we collect for the following purposes:

- To provide and maintain our services on our website, WhatsApp chatbot, and other digital platforms.
  - To personally identify users who subscribe to our service.
  - To respond to your inquiries and provide customer support.
  - To improve the functionality and user experience of our platforms.
  - To comply with legal obligations.
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### User Responsibilities

By using our platforms, you agree to:

- Provide accurate and complete information.
  - Use the platforms only for lawful purposes.
  - Not engage in any activity that disrupts or interferes with our services.
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## **Data Storage and Security**

Our services are hosted on Amazon Web Services (AWS), which follows strict security protocols to protect your information. We implement measures to safeguard your data from unauthorized access, loss, or misuse.

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## **Payment Terms**

All payments must be made in full before orders are processed. We accept the following payment methods:

- Electronic Funds Transfer (EFT)
  - Cash Payments
  - Credit/Debit Cards
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## **Sharing Your Information**

We do not sell or share your personal information with third parties, except as required by law or with your consent. The information collected will only be used for the purposes outlined in these Terms & Conditions.

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## **Changes to These Terms**

We reserve the right to update these Terms & Conditions at any time. Any changes will be posted here, and your continued use of our platforms indicates acceptance of the updated terms.

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## **Delivery Terms**

We aim to deliver all orders within the specified timeframe. Delivery times may vary depending on your location and product availability.

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## **Returns and Refunds**

If you are not satisfied with your purchase, you may return the product within 30 days of receipt, provided it is in its original condition. Refunds will be processed within 7 business days of receiving the returned item.

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## Contact Us

If you have any questions or concerns about these Terms & Conditions, please contact us at [info@ingubotextiles.co.za](mailto:info@ingubotextiles.co.za) or visit our website at [www.ingubotextiles.co.za](http://www.ingubotextiles.co.za).

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## Acceptance of These Terms

By interacting with our website, WhatsApp chatbot, or any of our digital platforms, you signify your acceptance of these Terms & Conditions. If you do not agree with these terms, please refrain from using our platforms. Your continued use after changes indicates acceptance of those changes.

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