

OPARLOR TERMS & CONDITIONS (CUSTOMERS)

Updated 17/02/2022 v1.0

We are Oparlor (company number SN000170122, a company registered in Ghana. Our HQ is at 13 Jungle Avenue, East Legon.

Our website www.oparlor.com offers for sale products on behalf of our Brand Partners (the sellers) who register to sell on our website. Unless stated otherwise or marked as sold by Oparlor, products displayed on our website are not the property of Oparlor. Our Brand Partners are responsible for the accuracy of the products listed and are responsible for getting your products to you, unless stated otherwise.

When you order Oparlor Brand Partner products, you enter into a contract to buy their products with the respective Brand Partner.

About you

To shop with us or receive services from Oparlor, you need to:

- be at least 16 years old;
- have a mobile money account, credit or debit card; and
- be authorised to use that mobile money account, credit or debit card (e.g. it is in your name or you have permission to use it).

Placing an order

When you place an order, you should receive an acknowledgement email confirming receipt of your order. We then carry out a standard pre-authorisation check to make sure there's enough money on your card or account to pay for or towards the order.

We only accept your order once payment has been approved and we have debited the payment card (and then the contract is made based on these terms).

All orders are subject to availability and confirmation of the order price. Don't worry, if there's an issue with an order, we'll get in touch with you.

All products remain the property of the relevant Oparlor Brand Partner until full payment of the purchase price is received by us on behalf of the Brand Partner.

Very occasionally, we may need to refuse or cancel an order and return your payment or close or freeze an account (even if we have previously confirmed your order) – e.g. if we notice something unusual on an order or an account.

Prices and product descriptions

All prices and product descriptions are determined by our Brand Partners and Oparlor cannot take responsibility for the accuracy of the information presented by our Brand Partners. If you have any questions or concerns with the accuracy of a listing which relates to a product you have purchased, your first and best step to resolving this will be to contact the Brand Partner directly. In the event that you are unable to resolve your concerns with the Brand Partner, you can raise a dispute within your account, under 'my orders'.

Delivery

Before your order is shipped, you will be made aware of the applicable delivery fees for the order. Each Brand Partner determines the cost of delivery or permits their delivery agent to determine a fair cost of delivery.

Our Brand Partners will set a lead time for each item they sell and will aim to fulfil each order within this. Oparlor Brand Partners may experience periods of high sale volumes which may affect their fulfilment timeline. During such periods it is the responsibility of the Brand Partner to communicate the delay to you and keep you informed.

If you do not receive your order within the time specified by the Brand Partner, your first and best step to resolving this will be to contact the Brand Partner directly. In the event that you are unable to resolve your concerns with the Brand Partner, you can raise a dispute within your account, under 'my orders'.

Promo Codes

From time to time, we may give you Promo Codes that you can use to reduce the price of specified products. Remember, it's up to you to enter the code at checkout!

Each Promo Code has its own terms, which will be made clear at the time it's issued to you (e.g. what products, single/multiple use, when it can be used etc).

If you're given a unique Promo Code that is meant just for you please keep it secret and don't let anyone else use it or abuse it (e.g. don't post it on social media). If we think there is or has been misuse of a Promo Code in any way (e.g. selling it or sharing it with others), we can cancel your Promo Code and/or suspend or even close your account.

We don't like to do this, but if a Promo Code can't run properly because someone or something is spoiling the fun for everyone – e.g. fraud, tampering, technical errors or anything else that is beyond our control that affects the running or fairness of the Promo Code – we can cancel, modify or suspend the Promo Code.

Things you shouldn't do...

We know it's obvious, but you must not misuse or tamper with our websites, apps or other services ("Websites") (e.g. hack, introduce viruses, trojans, worms, logic bombs or other technologically harmful material or carry out denial of service attacks etc) or otherwise mess with our tech or functionality or steal our customers' data. Doing any of these things may be a criminal offence, but they also get in the way of us giving our customers the best service, so we take them really seriously. Oparlor will report any such breach or activity (and all information about the people carrying it out) to the relevant law enforcement authorities.

We recommend you use virus protection software when using any website, including ours. Although we have a dedicated team who work hard to stop people messing with our Website, we can't guarantee that it will always be secure from bugs, viruses or trouble-makers.

Oh, and you're not allowed to use automated systems or software to extract data from our Website (AKA 'screen scraping').

Troublemakers take note: you agree to indemnify, defend and hold harmless Oparlor and DreamIt Group, its directors, officers, employees, consultants, agents, and affiliates, from any and all third-party claims, liability, damages and/or costs (including, but not limited to, legal fees) arising from your use (or misuse) of this Website or your breach of the Terms and Conditions.

Intellectual property, software and content

Oparlor owns or has permission to use the intellectual property rights in the Website and its content. These rights are protected around the world. All such rights are reserved.

You're allowed to store, print and display our Website content only for your own personal use. You are not allowed to use any part of the Website for commercial purposes unless you have our express permission.

You're also not allowed to use the Oparlor logo or any Oparlor brand or trademark (or any marks which are colourably similar) without our express permission.

Linking to this Website

It's fine for you to link to oparlor.com, as long as you do so in a way that is not-commercial, is fair and legal, and doesn't damage or take advantage of our reputation.

Please don't link in a way that suggests any form of approval or endorsement by Oparlor where none exists.

Our Website must not be framed on any other site without our permission.

General Terms

You can save and print these terms if you need to.

We have the right to amend, remove or vary our services and/or any part of the Website (including our Ts&Cs) at any time. These terms and our dealings with you are subject to Ghana law and the exclusive jurisdiction of the Ghanaian courts.

