

# Queen Care – Terms & Conditions

*(For Customers & Referral Program Participants)*

## 1. Definitions

For the purposes of this document:

- **“Company” / “Queen Care”** refers to the sanitary products business operated under the brand *Queen Care*.
- **“Customer”** refers to any individual purchasing products from Queen Care.
- **“Referrer”** refers to any individual using the referral program to earn commission by referring new customers.
- **“Referral Code”** means a unique identification code provided by Queen Care for the referral program.
- **“Products”** refers to sanitary pads or any other hygiene-related products sold by Queen Care.
- **“KYC” (Know Your Customer)** refers to the verification process requiring valid ID and bank account details.

## 2. Scope

These Terms & Conditions govern:

1. All purchases made by customers.
2. The participation of individuals in the referral program.
3. The use of personal data provided to Queen Care.

By placing an order or participating in the referral program, the Customer/Referrer agrees to be bound by these Terms & Conditions.

### 3. Personal Information Accuracy

- Customers must provide accurate and up-to-date personal details (name, contact number, address) during registration or checkout.
- The Company shall not be held liable for failed or delayed deliveries caused by incorrect or incomplete information provided by the Customer.

### 4. Non-returnable Hygiene Policy

- Due to hygiene concerns, **returns or exchanges are strictly limited** to cases where:
  - The product is damaged upon delivery, or
  - The product delivered is incorrect.
- Used, opened, or tampered products are strictly **non-returnable and non-refundable**.

### 5. Referral Code Usage & Misuse

- Customers must apply a valid Referral Code at the time of purchase to be eligible for referral-related benefits.
- Orders placed without a Referral Code will not generate any referral commission.
- The Company reserves the right to suspend or terminate accounts found misusing Referral Codes.

### 6. Referral Commission Policy

- The Referrer will earn commission **only for successfully delivered orders**.
- Cancelled or returned orders will not be eligible for referral commission.
- The Company reserves the right to withhold or reverse commissions in cases of suspected fraudulent activity.

## 7. Minimum Withdrawal Limit & KYC Verification

- Referral earnings can be withdrawn on a **monthly basis**.
- Withdrawals will only be processed if:
  1. The Referrer has completed **KYC verification** by submitting valid ID and bank details.
  2. The minimum withdrawal threshold, as determined by the Company, has been met.

## 8. Delivery Terms

- **Inside Kathmandu Valley:** Orders will be delivered within **24 hours** of confirmation.
- **Outside Kathmandu Valley:** Delivery may take **2 to 7 business days**, depending on the location.
- The Company is not liable for delays caused by **natural disasters, strikes, political unrest, or other force majeure events**.

## 9. Privacy & Data Protection

- Customer information (phone number, address, email, etc.) will be kept **strictly confidential**.
- The Company does **not** sell or share personal data with any third party, except when required by law or for legal compliance.

## 10. Limitation of Liability

- The Company shall not be liable for:
  1. Indirect, incidental, or consequential damages resulting from product use or delayed delivery.

2. Allergic reactions or medical issues arising from product use, as products are sold with clear labeling.
  3. Losses arising due to incorrect information provided by the Customer or misuse of Referral Codes.
- The total liability of the Company, if proven, shall not exceed the purchase price of the product concerned.

## 11. Right to Modify Policies

- The Company reserves the right to modify, amend, or update these Terms & Conditions at any time.
- Any changes will be published on the official website or communicated through official channels and will become effective immediately upon posting.

## 12. Governing Law & Jurisdiction

- These Terms & Conditions shall be governed by and construed in accordance with the **laws of Nepal**.
- Any disputes shall be subject to the exclusive jurisdiction of the **courts of Kathmandu, Nepal**.

## 13. Acceptance of Terms

By purchasing products or participating in the referral program, the Customer/Referrer acknowledges that they have **read, understood, and agreed** to these Terms & Conditions.