

# Terms & Conditions

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### Introduction to the Employment Agreement:

Our online store welcomes you, Commercial Registry Number SC241107801, and informs you that you will find below the conditions and conditions governing your use of this store and all the legal implications of your use of the store's online services through this online platform, as the use of anyone who has been to Digitalkitco Store, whether a consumer of the service or product of the store or otherwise, is approved and accepted and is fully qualified, legally, orderly and legally for all the articles and provisions of this agreement, which confirms your commitment to its regulations and what is mentioned in it, and is confidential. This agreement is for all types of user-store dealings except personal status transactions and transactions for the issuance of instruments relating to the conduct contained on the property. This agreement is valid and effective as soon as you approve it and start registering at Digitalkitco Store under Article 10 of the UAE Electronic Transactions System.

### Article 1 – Introduction and definitions:

The boot above is an integral part of this agreement, as you will find below the semantics and definitions of the main phrases used in this agreement:

1.1 (Store) means “DigitalkitcoStore” , which includes all forms of Digitalkitco Store, whether it's an online app, a website, or a store.

2.2 (User) means every consumer who purchases the product or service from the store through its electronic platform.

(3) This term means the terms and conditions of this Agreement, which governs and regulates the relationship between the parties to this agreement.

### Article 2 – Legal eligibility of the user:

1. The user acknowledges that he or she is legally competent and legally considered a system for dealing with the store, or that he is at least 18 years old.
2. The user agrees that if he violates this article, he or she will bear the consequences of this violation before others.

### Article 3 – Nature of Digitalkitco Store Commitment:

1. Digitalkitco Store's commitment to consumers or users is to provide service or product.

2 Digitalkitco Store may provide other services such as after-sales services or other related services, due to the nature and type of service or product required of the user.

### Article 4 – Controls on the use of the Teck Range Store:

1. The user is obliged to use Digitalkitco Store's online platform in accordance with public morals and regulations in force in the UAE.
2. When purchasing a service or product through Digitalkitco Store, the user is obliged not to use this service or product in violation of public morals and regulations in force in the UAE.

### Article 5 – Accounts and registration obligations:

Once you apply to join Digitalkitco Store as a user, you are committed to disclosing specific information and choosing a secret username and password to use when accessing Digitalkitco Store services. In doing so, you have agreed to:

1. Be responsible for maintaining the confidentiality of your account information and password confidentiality, thereby agreeing to notify Digitalkitco store immediately of any unauthorized use of your Digitalkitco Store account information or any other breach of your confidential information.
- .2 Digitalkitco Store will in no way be responsible for any loss that may be caused directly, indirectly, morally or materially as a result of the disclosure of username or password information.
3. You are obliged to use your account or membership with Digitalkitco Store yourself, as you are fully responsible for it, and if others use it, this is proof that you have authorized it to use the store in your name and account.
4. When using the Digitalkitco Store, you are obliged to use it with all seriousness and credibility.
- .5 You are obliged to disclose real, correct, up-to-date, complete and legal information about yourself as required while registering with the Digitalkitco Store and is obliged to update your data if it is actually changed or if needed.
- .6 Digitalkitco Store is committed to treating your personal information and contact addresses confidentially.
7. If Digitalkitco Store finds that you have disclosed untrue, incorrect, incomplete, illegal or contrary to the Employment Agreement, Digitalkitco has the right to stop, freeze or cancel your membership, store and account on the platform, without harming Digitalkitco' other store rights and legitimate means of recovering its rights and protecting other users.
8. In the event that you do not comply with any of the above, the management of Digitalkitco Store has the right to suspend or cancel your store or your membership, or block you from accessing the services of Digitalkitco Store again.

#### Article VI – Electronic Communications and Official Means of Communication:

1. The parties to this agreement agree that communication takes place via the e-mail registered on the platform. 2. The user agrees that all agreements, advertisements, data and other communications that they provide electronically replace their written counterparts, which is a stand-alone argument in meeting legal and legal needs.
2. The user agrees to be able to communicate with him and inform him of any provisions related to this agreement or pertain to dealing with him through the management of the Digitalkitco Store broadcasting general messages received to all users or to specific users of Digitalkitco Store.

#### Article Seven – Amendments to the Agreement on Use and Fees:

1. The Digitalkitco Store may inform you of any amendment to this agreement according to the official communication means under this agreement, according to which your obligations double or diminish your rights according to any amendments that may be made to this agreement.

2. In the event that you object to any amendment to the usage agreement, the Digitalkitco Store hopes that you will stop using its services, as the mere access to your account in the Digitalkitco Store or your use of the Digitalkitco Store constitutes your acceptance of the modifications and your complete and complete and completely negligent consent, and the Digitalkitco Store accepts discussion In any proposal regarding these provisions.
3. The user must pay all the fees owed by the platform in addition to any other expenses added by the Digitalkitco Store, provided that payment is made by the approved and specified means available through the Digitalkitco Store.
4. Digitalkitco Store may impose fees on some users depending on the offers, products or services they request, or the fees or taxes imposed by the state on the nature of the product or service.
5. Digitalkitco Store reserves the right to add, increase, decrease or deduct any fees or expenses under the articles, terms and provisions of the usage agreement, on any of the users, regardless of the reason for their registration.

Article 8 – Payment and payment services at Digitalkitco Store:

1. Digitalkitco Store provides, through its partners, the payment system and payment in the Digitalkitco Store. It can be done entirely online through the payment options available on the Digitalkitco Store or through any payment method provided by the Digitalkitco Store from time to time.
2. Digitalkitco Store is obligated to determine the price of the service or product that it offers in its store, according to the recognized market value.
3. Digitalkitco Store is obligated to provide invoices, receipt vouchers and receipt vouchers for all amounts and profits that arise in its store, and it is obligated that the user gives an invoice for his purchase of a service or product through the Digitalkitco Store.
4. Digitalkitco Store is obligated to provide the generally accepted accounting specifications in its online store, in implementation of the provisions of this agreement, and because of the legal, economic, commercial and regulatory interests in this regulation.

Article 9 – Your personal information and transaction details information:

The user acknowledges that he grants the Digitalkitco Store an unlimited, universal, permanent and irrevocable right, exempt from charges, and licensed to use personal information or materials or otherwise provided or provided by the Digitalkitco Store platform or announced on the platform by joining it or Your use of it, through the forms designated for communication and registration, or via any electronic message or any of the communication channels available on the platform. This is in order to achieve any of the interests that the platform sees.

2. The provisions on the confidentiality of consumer information are subject to the rules of “privacy policy and confidentiality of information” of Digitalkitco Store – and to the provisions in this agreement related to the confidentiality of information.

Article 10 – Intellectual Property:

1. The intellectual property rights of Digitalkitco Store are fully owned by Digitalkitco Store, whether they were owned by them before the establishment of this electronic platform or after its establishment.
2. The user or the consumer respects the intellectual property rights of Digitalkitco Store, which includes the Digitalkitco Store itself, and the words, logos and other

symbols of the Digitalkitco Store or displayed on the Digitalkitco Store, as the Digitalkitco Store, and every right belongs to the Digitalkitco Store. Take, is the full intellectual property rights of Digitalkitco Store.

Article Eleven – Responsibility of Digitalkitco Store:

1. Digitalkitco Store is committed to conducting its business through this electronic platform in a systematic manner and in accordance with the regulations in force in the UAE, and in accordance with the provisions of this agreement.
2. Digitalkitco Store does not bear any claims arising from errors or negligence, whether they are caused directly, indirectly, accidentally, by the user or by a third party such as shipping companies.
3. Digitalkitco Store, its employees, its owners and those who represent them are obligated to make the product or service sound, legitimate, and authorized in accordance with the laws and regulations of the UAE, and it is used for legitimate purposes.

Article 12 – Confidentiality of Information:

1. Digitalkitco Store takes concrete, organizational and technical measures to protect users and prevent an unauthorized person from accessing and storing users' personal information.
2. You acknowledge as a user that the Internet is not a completely secure method, and the confidentiality of your personal information cannot be 100% guaranteed through Mada Tech Store.
3. Digitalkitco Store has no control over the actions of any third party, or others, such as other internet pages linked through links to the platform or third parties that claim to represent you and others.
4. You know and agree that Digitalkitco Store may use your information that you have provided to it, in order to provide services to you in the Digitalkitco store, and to send you marketing messages, and that the privacy in Digitalkitco Store controls the collection, processing, use and transfer of your personal identity information, and is subject to the rules of confidentiality of information. For the "Privacy Policy and Confidentiality of Information" for Digitalkitco Store

Article Thirteen – Restriction of Access or Membership:

Digitalkitco Store can suspend or cancel the user's membership or restrict the user's access to the services of the platform at any time, without warning, for any reason, and without limitation.

Article 14 – Replacement Policy:

Without prejudice to the provisions of the agreement and the statutory warranty, the consumer has the right to exchange the product presented to him from the Digitalkitco Store within the seven days following the date of receiving the product, and he is not entitled to replace the product after the seven days have passed.

2. In order to replace the product, it is required that the product be in good condition and that the consumer has not used the product or obtained its benefit, and Digitalkitco Store has the right to inspect the product before replacing it to ensure its safety.
3. The consumer is not entitled to replace the product in the following cases:

If the product was manufactured at the request of the consumer or according to the specifications he specified, with the exception of products that have a defect or that violate the specifications specified by the consumer.

If the product is video tapes, discs, CDs, or software that has been used.

If the product consists of newspapers, magazines, publications, books, or any other form of literature.

If the product appears to be defective due to poor possession by the consumer.

If the contract deals with providing accommodation, transportation, or catering services.

If the contract deals with purchasing software download products over the Internet.

#### Article Seventeen – General Provisions:

In the event that any incoming material or clause mentioned in this use agreement is canceled, or that there is any incoming material or any clause contained in the use agreement is no longer in force, such an order does not nullify the validity of the rest of the materials, terms and provisions contained in the use agreement and will remain in effect until further notice from the management of Digitalkitco Store.

This usage agreement – which may be amended from time to time as appropriate – constitutes the usage agreement, the mechanism of action, the understanding, the agreement and the contract between the Digitalkitco Store and the user, and both parties to this agreement agree to take into account the following:

1. Arabic is the applicable language when interpreting the provisions of this agreement, or when translating it into another language.
2. All prices offered on the services or products of the Digitalkitco Store may be modified from time to time.
3. The promotional or marketing offers that the Digitalkitco Store may place are temporary offers, as the Digitalkitco store has the right to amend these promotional or marketing offers at any time or stop them.
4. The parties to this agreement are obligated to deal with each other in a manner that does not violate the Sharia rules, regulations and applicable laws related to the nature of the interaction between the Digitalkitco store and the user.
5. This usage agreement shall not be canceled except by virtue of a decision issued by the Digitalkitco store management.

#### Article 18 – Purchase Approval:

The customer's purchase of any product from the Digitalkitco Store store or ready-made means that he knows and fully agrees with all the following conditions:

1. The customer authorizes Digitalkitco Store as an intermediary to provide the goods that he purchased through his own sources
2. The Digitalkitco Store warranty includes that digital products, ready-made and services are 100% original.
3. In the event that the store is unable to provide the item for any reason, the buyer will be refunded for the full amount paid
4. The payment process must be confirmed by attaching a copy of the transfer receipt in case of payment by bank transfer, and the request will not be executed before that.
5. If the payment is not confirmed within 24 hours, the Digitalkitco Store has the right to cancel the customer's order

6. In the event that the buyer requests to cancel the order before receiving it, the status of his request will be transferred to “refunded” and the refund process takes a maximum of 10 working days according to the customer’s bank’s procedure.

7. Digital Products:

- The digital product will be delivered via the e-mail of the customer and it is considered that he entered it correctly during registration on the site
- The request will be sent within a maximum period of 24 hours for individual requests from the time the payment is confirmed (usually from one hour to 6 hours during official working hours)

The digital product must be used within 15 days from the time the order is received on your registered email (e-mail).

The store is not responsible for any technical support or replacement for any digital product that was used after the specified period

- In order to obtain technical support and warranty, the buyer’s devices must be free of any malicious or suspicious programs
- In the event that there is any problem with the digital product sent and reported on time, it will be replaced to the customer within 24 hours of receiving the complaint.
- The customer has the right to request a refund only if a replacement for the same digital product was sent and did not work as well as required
- Store warranty and technical support is valid for 12 months from the date on which the product is dispatched to the buyer

The store is not responsible for any digital product that is sent, and then the buyer refuses to receive or use it

- The store is not responsible for any communications that take place with the manufacturers after the product is guaranteed to work

The store is not responsible for any legal liability resulting from misuse of the product (such as using products that are not intended for business in companies, institutions, etc.)

- The customer is responsible for reviewing and following up on any messages he receives periodically from the manufacturer for any required action for the program.
- The store is not responsible for any defect in product licenses in the event that the customer delays in responding to any correspondence from the manufacturer or programmer (such as: Adobe) via e-mail before and after activating the license, this is under the responsibility of the customer and is considered misuse that cannot be compensated.
- In the event that any defect occurs in any of the licenses after activation, it will be verified and addressed within 72 hours, unless there is a defect from the manufacturer or programmer.

1. Finished products

- The item will be prepared and delivered to the shipping company within 12 to 48 working hours (Fridays and official holidays are excluded from working days)

Please review Article Fourteen of this Agreement to know the terms of exchange in detail

- Please review Article Fifteen of this Agreement to know the conditions for return in detail.