

# **OPENSERVE SUPPLIERS LTD**

## **WEBSITE TERMS & CONDITIONS, PRIVACY POLICY, AND RETURNS & REFUNDS POLICY**

Effective Date: 1<sup>ST</sup> JAN 2026

These Terms and Conditions govern access to and use of the OpenSave Suppliers Ltd retail website and online shop. By using the Website, you agree to be bound by these terms under the laws of the Republic of Kenya.

### **Company Information**

OpenSave Suppliers Ltd  
Road A, Industrial Area, Nairobi, Kenya  
Phone: 0703 404 030  
Email: [info.opensavesuppliers@gmail.com](mailto:info.opensavesuppliers@gmail.com)

### **Eligibility & Website Use**

Users must be at least 18 years old. Misuse, fraud, or breach of these terms may result in refusal of service or cancellation of orders.

### **Products & Pricing**

All products are subject to availability. Descriptions are indicative only and variations may occur. Prices are in Kenya Shillings (KES) and confirmed at checkout or invoicing.

### **Orders, Payment & Delivery**

Orders are confirmed upon payment. Risk transfers upon delivery or collection. Delivery timelines are estimates only.

### **Returns & Refunds**

Returns are accepted within 7 days for unused items in original packaging. Custom-made, cut-to-size, and perishable items are non-returnable unless defective. Defects must be reported within 48 hours. Refunds are processed within 7–14 working days in compliance with the Consumer Protection Act, 2012.

### **Privacy Policy**

Personal data is collected solely for order processing and legal compliance and is protected in accordance with the Data Protection Act, 2019 (Kenya).

### **Limitation of Liability**

OpenSave Suppliers Ltd shall not be liable for indirect or consequential losses except where prohibited by law.

### **Governing Law**

These policies are governed by the laws of the Republic of Kenya. Kenyan courts shall have exclusive jurisdiction.