



Terms & Conditions for UAE E-Commerce Website

Terms and Conditions of Sale and Use

Effective date:

These Terms and Conditions (“Terms”) govern access to and use of the website www.shop.medusa-sdp.com / www.medusa-sdp.com and the purchase of products offered through the website by CS Interpharm General Trading Co. L.L.C, trading as MEDUSA with registered office at Bay Square, B2, Office 809, Business Bay, Dubai, trade licence number 691756, VAT registration number 100292175500003, email info@csinterpharm.ae and telephone +971 4 559 6268 (“Seller”, “we”, “us”, “our”).

By placing an order through the website, you confirm that you are acting as a consumer for personal use and that you have read, understood, and accepted these Terms.

1. Scope of Application

1.1 These Terms apply to all orders placed by consumers through our website, mobile site, or any other digital sales channel operated by us in the United Arab Emirates.

1.2 These Terms apply only to sales to end customers for personal use. We may refuse or cancel orders that appear to be placed for resale, export, or commercial distribution without our prior written approval.

1.3 Mandatory rights granted to consumers under applicable laws of the United Arab Emirates shall remain unaffected. If any provision of these Terms conflicts with mandatory UAE law, the mandatory law shall prevail to the extent of the conflict.

2. Seller Information

2.1 The seller and contractual counterparty is:

CS Interpharm General Trading Co. L.L.C

Trade Licence No.: 691756

TRN: 100292175500003

Email: info@csinterpharm.ae

Telephone: +971 4 559 6268

CS INTERPHARM GENERAL TRADING CO. L.L.C.

www.csinterpharm.ae

Bay Square, B2, Office No. 809, Business Bay, P.O. Box 9354, Dubai, UAE.

Tel. No. +971 4 559 6268 | Fax No. +971 4 513 6018

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2.2 For MEDUSA-branded sales, insert the exact legal entity details that will appear on invoices, order confirmations, and the checkout page. UAE consumer law requires clear and accurate trader and transaction information, and e-commerce activity is expressly within scope.

3. Eligibility to Order

3.1 You may place orders only if you are legally capable of entering into binding contracts under applicable law.

3.2 If you are under 18 years of age, you may use the website or place an order only with the involvement and supervision of your parent or legal guardian.

3.3 We reserve the right to refuse orders where identity, payment, age, delivery, sanctions, compliance, or misuse concerns arise.

4. Products and Product Information

4.1 The products offered on the website are those displayed at the time of the order, subject to availability.

4.2 We make reasonable efforts to ensure that product descriptions, images, sizes, pack formats, instructions, warnings, and pricing are accurate. However, images are for illustrative purposes only and minor variations in packaging, labelling, language format, shade, bundle composition, or design may occur without affecting the product's essential characteristics.

4.3 The customer is responsible for reviewing the product description, usage instructions, storage conditions, warnings, and suitability information before purchase and use.

4.4 Our products are intended strictly for lawful and safe use in accordance with their instructions, label guidance, and any applicable health, hygiene, or safety requirements. Products must not be misused, diluted, mixed, repackaged, or applied contrary to instructions.

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4.5 Product performance claims, if any, must be read together with the product label, directions for use, limitations, and storage guidance. UAE consumer law prohibits misleading advertising and omission of material information, so the website content, product pages, and checkout summary should remain aligned at all times.

5. Account Registration

5.1 You may be required to create an account to access certain services or place orders.

5.2 You are responsible for ensuring that all account information is complete, accurate, and up to date.

5.3 You are responsible for maintaining the confidentiality of your login credentials and for all activity carried out through your account, except to the extent caused by our fault.

5.4 We may suspend or terminate accounts in cases of fraud, abuse, unlawful activity, repeated failed payments, chargeback abuse, or breach of these Terms.

6. Order Process and Contract Formation

6.1 Product listings on the website constitute an invitation to treat and not a binding offer by us.

6.2 By clicking the final order button marked “Place Order”, “Pay Now”, “Buy Now”, or wording of similar effect, you submit a binding offer to purchase the selected products subject to these Terms.

6.3 Before submitting your order, you will have the opportunity to review and correct input errors, including delivery details, billing data, products selected, and prices.

6.4 We will acknowledge receipt of your order by email or on-screen confirmation. This acknowledgement does not constitute acceptance of your order.

6.5 A binding sales contract is formed only when we expressly accept the order by shipping the products, issuing a dispatch confirmation, or otherwise expressly confirming acceptance.

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6.6 We may refuse or cancel an order, in whole or in part, for legitimate reasons including product unavailability, pricing or technical errors, compliance issues, delivery restrictions, suspected fraud, misuse of promotions, or inability to verify payment or identity. In such case, any amount actually charged for unavailable or cancelled items will be refunded through the original payment method unless otherwise agreed.

7. Prices, VAT, and Payment

7.1 All prices displayed to consumers on the website shall be in **AED** unless otherwise stated and, where required by UAE law, inclusive of applicable VAT. Under the UAE VAT Executive Regulation, declared prices for taxable supplies must generally be inclusive of tax when displayed to consumers.

7.2 Delivery fees, handling fees, cash-on-delivery fees, or other applicable charges will be shown clearly before you complete the order.

7.3 Payment may be made using the payment methods displayed at checkout, which may include card payments, digital wallet payments, bank transfer, or cash on delivery where offered.

7.4 We reserve the right to perform fraud screening, payment authorization, and identity verification before accepting or dispatching an order.

7.5 If payment is declined, reversed, charged back, or not received in full, we may suspend processing, cancel the order, or recover outstanding amounts to the extent permitted by law.

7.6 Promotion codes, vouchers, and discounts apply only in accordance with their stated terms. Fake or misleading discounts are prohibited under UAE consumer law; therefore, strike-through prices, “sale” references, and limited-time offers should only be used where substantiated.

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8. Invoices and Order Documentation

8.1 We will provide the customer with an order confirmation and, where applicable, an invoice or receipt in electronic form.

8.2 In accordance with UAE consumer law, the invoice shall include the legally required transaction details. UAE law requires a detailed invoice containing trader identity and transaction particulars.

8.3 You agree to receive invoices and order-related communications electronically, unless mandatory law requires otherwise.

9. Delivery and Shipping

9.1 We deliver to the locations specified on the website. Delivery availability may vary by emirate, zone, building access conditions, customs restrictions, and logistics capacity.

9.2 Any delivery periods stated on the website are estimates unless expressly agreed as binding.

9.3 Delivery shall be completed when the products are made available to you or to a person identified by you at the delivery address provided in the order.

9.4 You are responsible for providing an accurate delivery address, ensuring lawful receipt of the goods, and being available to accept delivery where required.

9.5 If delivery cannot be completed because of incorrect address information, repeated failed delivery attempts, refusal to accept the parcel, failure to respond, or inability to access the premises, we may:

(a) reattempt delivery and charge an additional delivery fee where disclosed;

(b) cancel the order; or

(c) treat the parcel as undeliverable and process it under our undelivered shipment procedure.

9.6 Risk in the goods passes to you upon delivery, except where mandatory law provides otherwise.

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10. Retention of Title

10.1 The products remain our property until full payment of all amounts due in relation to the order has been received in cleared funds.

10.2 Until ownership passes, you shall not resell, pledge, assign, or otherwise encumber the products.

11. Returns, Cancellations, Opened Products, and Consumer Rights

11.1 **Mandatory rights preserved.** Nothing in these Terms excludes or limits any mandatory rights you may have under applicable UAE law in relation to defective, unsafe, damaged, misdescribed, expired, recalled, wrongly supplied, or otherwise non-conforming products. Any clause that purports to waive the provider's legal responsibilities toward the consumer may be invalid under UAE consumer law.

11.2 **No general right to return opened hygiene products.** Because the products sold on this website include disinfectants, wipes, hygiene products, and similar consumable or safety-sensitive goods, we do **not** accept returns, exchanges, or refunds for products that have been opened, unsealed, partly used, consumed, tampered with, or not kept in their original resaleable condition, except where the product is defective, damaged on delivery, unsafe, recalled, incorrectly supplied, or where return/refund is required by applicable law.

11.3 **Voluntary return policy for non-defective goods.** Subject to clause 11.2, we may, at our discretion and only if expressly stated on the website, accept returns of non-defective goods that are unopened, unused, sealed, and in original resaleable condition within **7 days** of delivery. In such case:

- (a) the customer must contact us at sales@medusa-sdp.com with the order number and reason for return;
- (b) return approval must be obtained before shipment;
- (c) return shipping costs shall be borne by the customer unless the return is due to our error;
- (d) original delivery charges are non-refundable unless required by law; and
- (e) refunds are processed after inspection and approval.

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11.4 Defective, damaged, or incorrect products. If a product is defective, damaged, expired, unsafe, or not as ordered, you must notify us within a reasonable period after discovery and provide order details, photographs, batch details where applicable, and a description of the issue. We may ask for reasonable evidence and, where needed, return of the goods for inspection.

11.5 Where a defect or non-conformity is confirmed, we will provide the remedy required by applicable law and the circumstances, which may include replacement, repair where relevant, refund, price reduction, collection, or another lawful remedy. UAE consumer law and its Executive Regulation contain defect-related obligations and do not permit T&Cs to strip those rights away.

11.6 We may refuse a return request for non-defective goods where:

- (a) the item has been opened, used, or unsealed;
- (b) the hygiene seal or protective packaging has been broken;
- (c) the item is not in resaleable condition;
- (d) the return request falls outside the stated voluntary return window; or
- (e) the product has been stored, transported, or handled improperly after delivery.

11.7 Refunds, where approved, shall be made using the original payment method unless another method is agreed, subject to any deductions lawfully permitted and clearly disclosed.

12. Product Safety, Storage, and Responsible Use

12.1 You must use all products strictly in accordance with the instructions, safety warnings, intended use, and applicable regulations.

12.2 You must keep products out of reach of children unless the packaging or instructions expressly state otherwise.

12.3 You must store products in accordance with the label instructions, including temperature, sunlight, handling, and closure requirements where applicable.

12.4 We shall not be responsible for damage, loss, reduced effectiveness, contamination, or safety incidents caused by misuse, improper storage, unauthorised dilution, unauthorised mixing with other substances, failure to follow instructions, or use after expiry.

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13. Availability and Stock

13.1 All orders are subject to product availability.

13.2 Where a product becomes unavailable after an order has been placed, we may contact you to offer a substitute, partial fulfilment, delayed dispatch, or refund. No substitute will be supplied without your consent where the product's essential characteristics or price differ materially.

14. Promotions, Bundles, and Free Gifts

14.1 Promotional campaigns, bundles, family packs, value packs, single packs, or free gifts are available only while stocks last and subject to the terms stated on the website.

14.2 We reserve the right to amend or discontinue promotions for future orders at any time, provided such change does not affect orders already accepted.

14.3 Where an order benefiting from a promotion is lawfully cancelled or refunded in part, we may recalculate the order value and refund amount to reflect the promotion conditions originally applied.

15. Intellectual Property

15.1 All content on the website, including text, photographs, product names, logos, graphics, layout, videos, documentation, and software, is owned by us or licensed to us and is protected by applicable intellectual property laws.

15.2 You may use the website only for personal and lawful shopping purposes. No content may be copied, reproduced, distributed, republished, modified, scraped, or commercially exploited without our prior written consent.

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16. Privacy and Personal Data

16.1 We process personal data in accordance with applicable data protection laws and our Privacy Policy.

16.2 By placing an order, you acknowledge that we may process your personal data for purposes including account administration, order fulfilment, delivery, payment processing, fraud prevention, legal compliance, customer support, and, where lawful, marketing preferences management.

16.3 The UAE's federal Personal Data Protection Law entered into force on 2 January 2022, and UAE consumer law also protects the privacy and security of consumer data and restricts misuse for promotional or marketing purposes.

16.4 A separate Privacy Policy should set out in more detail the categories of personal data processed, the legal basis where applicable, retention periods, cross-border transfers, cookies, marketing choices, and your contact point for privacy matters.

17. Website Use

17.1 You agree not to:

- (a) use the website for unlawful, fraudulent, or misleading purposes;
- (b) interfere with the website's functionality or security;
- (c) upload malicious code;
- (d) use bots, scraping tools, or automated purchasing tools without permission;
- (e) impersonate another person; or
- (f) submit false, inaccurate, or misleading information.

17.2 We may suspend access, cancel orders, or block accounts where misuse is reasonably suspected.

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18. Warranty and Legal Guarantees

18.1 Where a manufacturer's or seller's warranty is offered, its terms will be stated separately, on the website, invoice, or warranty documentation.

18.2 Any commercial warranty is in addition to, and not in substitution for, your mandatory rights under UAE law.

18.3 Warranty exclusions shall apply only to the extent lawful and shall not apply to defects caused by our acts or omissions, manufacturing issues, non-conformity, or any matter that cannot lawfully be excluded.

19. Limitation of Liability

19.1 Nothing in these Terms excludes or limits liability where exclusion is prohibited by law, including liability arising from fraud, wilful misconduct, death or personal injury caused by negligence where non-excludable, defective or unsafe products where non-excludable, or breach of mandatory consumer protections.

19.2 Subject to clause 19.1, we shall be liable only for losses that are a direct and foreseeable result of our breach of these Terms or our failure to exercise reasonable care and skill.

19.3 To the fullest extent permitted by law, we shall not be liable for:

- (a) indirect or consequential loss;
- (b) loss arising from misuse, improper handling, or storage of the products after delivery;
- (c) business losses suffered by customers purchasing contrary to clause 1.2; or
- (d) delay or failure caused by events outside our reasonable control.

19.4 Any limitation of liability in these Terms shall be interpreted narrowly and, if necessary, reduced to the maximum extent permitted by applicable law so that it remains valid and enforceable.

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20. Force Majeure

20.1 We shall not be liable for delay or non-performance caused by events beyond our reasonable control, including acts of God, pandemic-related disruptions, transport failures, cyber incidents, payment network outages, customs restrictions, government action, strikes, fire, flood, war, or supply chain interruptions.

20.2 In such cases, we may suspend performance for the duration of the event or cancel the affected order and refund any amount paid for undelivered products.

21. Complaints and Dispute Resolution

21.1 If you have a complaint, please contact us first at:

Email: sales@medusa-sdp.com

Telephone: +971 4 559 6268

Address: Bay Square, B2, Office 809, Business Bay, Dubai

21.2 We will review complaints in good faith and aim to respond within a reasonable time.

21.3 Consumers may also have the right to submit complaints to the competent consumer protection authorities in the UAE. The Ministry of Economy and Tourism identifies consumer complaint channels and emphasizes fair and fast settlement of consumer disputes.

22. Governing Law and Jurisdiction

22.1 These Terms and any dispute arising out of or in connection with them shall be governed by the laws of the United Arab Emirates and, where applicable, the laws in force in the Emirate of **Dubai**, excluding conflict-of-laws rules to the extent lawfully excludable.

22.2 The courts of **Dubai** shall have jurisdiction, without prejudice to any non-waivable rights or jurisdiction conferred on consumers under mandatory law.

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23. Severability

23.1 If any provision of these Terms is held invalid, illegal, or unenforceable, the remaining provisions shall remain in full force and effect.

23.2 Any invalid provision shall be deemed modified to the minimum extent necessary to make it valid and enforceable while preserving its purpose as far as possible.

24. Changes to These Terms

24.1 We may update these Terms from time to time for legal, regulatory, operational, or commercial reasons.

24.2 The version published on the website at the time of your order shall apply to that order.

25. Language

25.1 These Terms may be made available in more than one language. In the event of discrepancy, the **[Arabic / English]** version shall prevail, subject to mandatory law and any requirement to use Arabic wording in consumer-facing materials where applicable.

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