1. Introduction

1.1 These Terms and Conditions apply and become effective when you register on our platform.
1.2 You must know, understand and comply with these Terms along with our Privacy Policy as they are binding.
1.3 If there is a conflict between these Terms and the General Terms of Use, these Terms will apply.
1.4. These Terms are governed according to the laws of the country where you reside.

2. Definitions

"**Account**" means the account opened in your name at your request.
"**OTP**" means a confidential one time identification number which is sent to you at various times for verification purposes.
"**Product Information**" means the specific conditions applicable to the product as published by the product owner.
"**Krowdbox**" or "**We**" or "**Us**" means the registered company responsible for the product or its successors or assigns.
"**You**" or "**Account Holder**" means the person or business who has registered with us and in whose name an account has been opened.

3. Your Account

3.1 Before opening your account, we will obtain specific information and documents from you for Know Your Customer purposes.
3.2 There may be minimum amounts and periods when creating your transactions. Where these do apply, they will be communicated on the platform.
3.3 You consent to us verifying any information received during the on-boarding process including any documents and making whatever enquiries deemed necessary in order to verify the information and/or documentation.
3.4 You consent to us sending you OTPs or transactional messages via platforms including but not limited to SMS, email, WhatsApp etc, from time to time regarding your account.
3.5 Your Account is operated by you online or via mobile. You may contact us for technical issues or queries but not to make changes to your account.
3.6 The use of our tools is at your discretion and do not constitute the provision of advice.
3.7 Your Account is not transferable to another person or legal entity.

4. Payments and Fraud Monitoring

4.1 You are responsible for ensuring that Krowdbox is in receipt of your correct bank account. Your bank account will always be verified to avoid fraud or illegal use of funds.
4.2 You agree that Krowdbox will deduct all relevant fees and pay the balance into your verified bank account. The process of payment may take 24-48 hours depending on your bank.
4.3 You agree that Krowdbox can conduct system and sometimes manual review to detect and prevent any fraud. This investigation may delay the time stated in 4.2 above.
4.4 Card transactions can be disputed many days after the initial transaction has taken place. If this occurs, you agree as the Account Holder that you will be liable for any reversals made or additional losses incurred accordingly.

5. Security

5.1 Your personal information is safe and will never be shared with anyone without your permission.
5.2 We ensure all information is encrypted and all transmission to our various partners via encrypted connection.
5.3 The safekeeping of your login details including your password and pin issued to you from time to time is your responsibility. Krowdbox will not be held liable for any illegal or unauthorised access to your account.

6. Disclaimers

6.1 The information provided by Krowdbox may change from time to time and no guarantee is made by Krowdbox concerning the accuracy and/or completeness of information.
6.2 Krowdbox is not responsible, or liable for, any loss, damage or expense which may be suffered by you or a third party as a result of the failure by Krowdbox to perform or process a transaction as a result of acts, events or circumstances beyond our control, including but not limited to failure, unavailability or malfunction of any networks or third party systems and power failures.
6.3 Krowdbox is not liable for any damage or loss to you resulting from incorrect information provided to us or unauthorized access to any information or data pertaining to you due to your negligence.

7. Complaints

7.1 Any complaints should first be directed to us using our contact details and we will endeavour to resolve it. Such questions, comments or complaints should be directed to **hello@krowdbox.com**

7.2 If there no resolution on the matter, escalation can be done to the relevant national commission.