

ZORAX TERMS & CONDITIONS

Effective Date: 9 May 2026

1. Introduction

Welcome to Zorax.

These Terms & Conditions ("Terms") govern your access to and use of the Zorax mobile application, website, community platform, online store, AI assistant services, and related products and services (collectively, the "Platform"), operated by Zorax Labs ("Zorax", "we", "us", or "our").

By downloading, installing, accessing, or using the Platform, you acknowledge that you have read, understood, and agree to be bound by these Terms. If you do not agree, you must not use the Platform.

2. About Zorax

Zorax is a beauty and personal care platform focused on hair, skin, and makeup.

The Platform may include:

- The Zora AI hair care assistant
- Hair profile personalisation
- Product recommendations
- An online store
- Community features
- Loyalty points and rewards
- Premium subscription features
- Educational beauty and hair care content

We reserve the right to modify, suspend, or discontinue any part of the Platform at any time.

3. Eligibility

You must be at least 13 years old to use Zorax.

If you are under the age of 18, you represent that you have obtained consent from a parent or legal guardian before using the Platform.

By using Zorax, you confirm that you meet these eligibility requirements.

4. Account Registration

4.1 Creating an Account

Certain features require an account.

You may register using:

- Email and password
- Google Sign-In

- Other authentication methods that may be introduced in the future

You agree to provide accurate, current, and complete information.

4.2 Account Security

You are responsible for:

- Maintaining the confidentiality of your login credentials
- Restricting access to your account
- All activities occurring under your account

You must notify us immediately at support@zoraxlabs.com if you suspect unauthorised access to your account.

4.3 Account Suspension & Termination

We may suspend, restrict, or terminate access to the Platform immediately where we reasonably believe a user:

- Violates these Terms
- Engages in fraudulent activity
- Harms other users
- Attempts to compromise the Platform
- Engages in unlawful conduct

We may do so with or without prior notice.

4.4 Account Deletion

Users may request deletion of their account at any time.

Following deletion:

- Personal information may be deleted or anonymised
- Hair profile information may be deleted or anonymised
- AI conversation history may be deleted or anonymised
- Certain transaction records may be retained where required by law
- Community posts and comments may remain visible in anonymised form to preserve discussion integrity

5. Zora AI Assistant

Zora is an AI-powered assistant that provides educational information, product recommendations, and personalised guidance.

5.1 Informational Purposes Only

Zora does not provide:

- Medical advice
- Dermatological advice

- Professional healthcare advice
- Diagnosis or treatment

Users should consult qualified healthcare professionals regarding medical concerns, allergies, scalp disorders, or treatment decisions.

5.2 AI Limitations

You acknowledge that:

- Artificial intelligence systems may generate inaccurate, incomplete, outdated, or incorrect information
- Recommendations are generated automatically
- Results may vary between users

Zorax does not guarantee the accuracy, completeness, reliability, or effectiveness of any AI-generated recommendation.

5.3 Limitation of AI Liability

You agree that any decisions made based on AI-generated recommendations are made at your own risk.

To the fullest extent permitted by law, Zorax shall not be liable for any loss, damage, injury, allergic reaction, dissatisfaction, or adverse outcome resulting from reliance on AI-generated content.

6. Products, Orders & Purchases

6.1 Product Information

We strive to ensure product information is accurate.

However, we do not warrant that descriptions, images, ingredients, availability, pricing, or other content are always complete, current, or error-free.

6.2 Pricing

Prices displayed on the Platform are subject to change without notice.

We reserve the right to cancel or refuse orders placed using incorrect pricing resulting from technical or human errors.

6.3 Payment Processing

Payments are processed by trusted third-party payment providers, including Stripe.

Zorax does not store complete payment card information.

By making a purchase, you agree to comply with the applicable payment provider's terms and policies.

6.4 Orders & Delivery

Order confirmation does not guarantee shipment.

We reserve the right to:

- Refuse orders
- Cancel orders
- Limit quantities
- Verify information before processing

Delivery estimates are provided for convenience only.

We are not responsible for delays caused by shipping carriers, customs authorities, weather conditions, supplier issues, or circumstances beyond our control.

6.5 Returns & Refunds

Unless otherwise required by law, products may be returned within 14 days of delivery if:

- Unused
- Unopened
- In original packaging
- In resalable condition

Refund eligibility may vary depending on product type and local laws.

Return requests should be submitted to support@zoraxlabs.com.

6.6 Product Use Disclaimer

Users are responsible for reviewing product ingredients and determining suitability for their individual needs.

Zorax shall not be liable for:

- Allergic reactions
- Skin irritation
- Scalp irritation
- Product sensitivities
- Misuse of products
- Unexpected product outcomes

Where appropriate, users should conduct patch testing before use.

7. Premium Memberships

Certain features of the Platform may require payment of subscription fees.

Premium features may include:

- Unlimited Zora access
- Exclusive discounts
- Personalised routines
- Premium rewards

- Priority support
- Additional premium benefits

Subscriptions may renew automatically unless cancelled before renewal.

Subscription fees are generally non-refundable except where required by law.

We reserve the right to modify:

- Pricing
- Benefits
- Subscription plans
- Availability of premium features

at any time.

8. Community Features

8.1 User Content

You retain ownership of content you submit.

By posting content, you grant Zorax a worldwide, non-exclusive, royalty-free licence to:

- Host
- Store
- Reproduce
- Display
- Distribute

such content for operating, improving, and promoting the Platform.

8.2 Community Standards

You agree not to upload, publish, or share content that:

- Is unlawful
- Is fraudulent
- Is abusive or threatening
- Promotes violence
- Contains hate speech
- Contains pornography or explicit sexual content
- Harasses others
- Violates intellectual property rights
- Contains malware or malicious code
- Misleads other users
- Promotes illegal activities

8.3 Moderation

We may investigate reports and take action including:

- Removing content
- Restricting visibility
- Suspending accounts
- Permanently banning users

Our moderation decisions are final.

9. Acceptable Use

You agree not to:

- Reverse engineer the Platform
- Attempt unauthorised access
- Interfere with security features
- Scrape Platform data
- Use bots without permission
- Impersonate another person
- Upload malicious software
- Abuse the Platform or other users

Violations may result in immediate account suspension or termination.

10. Points & Rewards

Zorax may offer loyalty points and rewards programmes.

Points:

- Have no cash value
- Are not property
- Cannot be sold or transferred
- Cannot be exchanged for cash
- May expire

We reserve the right to modify, suspend, or terminate the rewards programme at any time.

11. Intellectual Property

The Platform and all associated content, including software, designs, graphics, trademarks, logos, text, and features, are owned by Zorax Labs or its licensors.

Except as expressly permitted, you may not:

- Copy
- Reproduce
- Distribute
- Modify
- Create derivative works from

any part of the Platform without prior written permission.

12. Copyright & Intellectual Property Complaints

If you believe content on the Platform infringes your intellectual property rights, contact:
support@zoraxlabs.com

We will investigate and take appropriate action where necessary.

13. Third-Party Services

The Platform may integrate with third-party providers including:

- Supabase
- Stripe
- Google
- Anthropic

Your interactions with these services may be governed by their own terms and policies.

Zorax is not responsible for third-party services, websites, or content.

14. Disclaimer of Warranties

The Platform is provided on an "as is" and "as available" basis.

To the fullest extent permitted by law, Zorax disclaims all warranties, express or implied, including warranties of:

- Merchantability
- Fitness for a particular purpose
- Non-infringement
- Availability
- Reliability

We do not guarantee uninterrupted or error-free operation.

15. Limitation of Liability

To the fullest extent permitted by law, Zorax Labs, its officers, employees, contractors, affiliates, and partners shall not be liable for:

- Indirect damages
- Incidental damages
- Consequential damages
- Special damages
- Loss of profits
- Loss of goodwill
- Loss of data

arising from or relating to the use of the Platform.

Where liability cannot be excluded, our maximum liability shall not exceed the amount paid by the user to Zorax during the preceding twelve (12) months.

16. Force Majeure

Zorax shall not be liable for delays or failures resulting from causes beyond our reasonable control, including:

- Natural disasters
- Government actions
- Internet outages
- Supplier failures
- Labour disputes
- Cyberattacks
- Pandemics
- Service interruptions from third-party providers

17. Changes to These Terms

We may modify these Terms at any time.

Where changes are significant, we will provide notice through the Platform or by email.

Continued use of the Platform after changes become effective constitutes acceptance of the updated Terms.

18. Governing Law

These Terms shall be governed by and construed in accordance with the laws of England and Wales.

Any dispute, claim, or controversy arising out of or relating to these Terms, the Platform, or any services provided by Zorax shall first be addressed through good-faith negotiations between the parties.

If a dispute cannot be resolved amicably, the courts of England and Wales shall have exclusive jurisdiction to hear and determine such dispute, except where applicable consumer protection laws provide otherwise.

19. Contact Us

For questions regarding these Terms, contact:

Zorax Labs

Email: support@zoraxlabs.com

Website: <https://zoraxlabs.com>