

## Terms & Conditions — miboxs.com

**Last updated:** 14 September 2025

### 1) About Us & Contract Formation

miboxs.com (“**Site**”) is owned and operated by **Hawiya for E-commerce service**. By visiting or using the Site, creating an account, or purchasing products, you agree to these Terms & Conditions.

By placing an order, you make an offer to buy products from us. We may accept or reject your order at our discretion (e.g., for stock, address, or payment issues). A binding contract is formed when we confirm acceptance (e.g., order confirmation/e-invoice/e-receipt). Under Egyptian law, e-contracts/e-signatures are valid when legal conditions are met.

### 2) Eligibility & Account

You must be at least 18 and legally capable to contract. Keep your login safe; you’re responsible for activity under your account.

### 3) Use of the Site

You agree not to: (a) break laws; (b) interfere with the Site; (c) use bots/scrapers; (d) upload harmful code; (e) misrepresent identity; or (f) access the Site for competitive/illegal purposes. We may suspend or terminate access for violations.

### 4) Product Information

We sell **cardboard and it’s supplements**, including standard and, where offered, **custom-made** items (custom sizes, branding, die-cuts, or print). Colors/finishes may vary slightly due to screen/display and manufacturing tolerances.

### 5) Pricing, Currency, VAT & E-Invoices/E-Receipts

Prices are shown in EGP unless stated otherwise and may change without notice (not affecting confirmed orders). We charge **Egyptian VAT** as applicable under Law 67/2016 (standard rate currently **14%**, subject to updates). We issue compliant **e-invoices/e-receipts** via the **Egyptian Tax Authority** platforms; certain B2C sellers must issue e-receipts and integrate POS/ERP with ETA.

#### Sample orders:

- Samples are priced and charged **separately** from bulk or production orders.
- **Sample payments must be fully paid in advance** before any production order can proceed.

- **Sample payments are non-refundable** under all circumstances, even if you decide not to place a production order afterwards.

#### **Production orders:**

- Once you approve and proceed after testing your sample, the **full production order amount must be paid in advance** at the time of submitting your request, unless otherwise agreed in writing.

**E-invoices/e-receipts:** All invoices and receipts are issued in compliance with the **Egyptian Tax Authority (ETA)** electronic invoicing and e-receipt systems.

## **6) Payment**

We accept the payment methods shown at checkout. You authorize us (or our payment provider) to charge the full order amount, including VAT, shipping, cash-on-delivery charges (if available), Online for delivery charges, and any duties/fees (if shipping outside Egypt).

#### **Card processing via payment partner (no card data stored by us)**

- **We do not collect, process, or store your full card details** on our servers. Online card payments on the Site are **handled by our payment partner**, on its own secure infrastructure (e.g., hosted payment page or embedded fields).
- We may receive **non-sensitive payment tokens/identifiers** and the card **brand/last four digits** (on their verified website) from payment partner to confirm your payment and to help with refunds, reconciliations, or fraud checks. You maybe will be redirected to a new tap to finish the process.
- Your use of card payments is also governed by **Payment partner's terms, security practices, and privacy notices**, as well as your **issuing bank** and **card network** rules.

#### **Disputes, chargebacks & payment issues**

- **Chargebacks and payment disputes** follow Payment partner/bank procedures and card-network rules. You agree to cooperate and provide information Payment partner reasonably request.
- Orders may be **held, cancelled, or refunded** if a payment cannot be verified or is disputed.

## Allocation of responsibility

- To the **maximum extent permitted by Egyptian law**, we are **not responsible for payment processing errors, interruptions, or data-security incidents** that are **attributable to Payment partner, card networks, banks, telecom/internet providers, or factors beyond our reasonable control**.
- Nothing in these Terms limits your **statutory consumer rights** or our responsibilities for matters **within our systems** under applicable law.

## Security & incident notifications

- We implement appropriate technical and organizational measures for data we **do** control (e.g., your account data). If we become aware of a personal-data breach **within our environment**, we will act and notify as required by **Egypt's PDPL**. For incidents occurring within **Payment partner's systems**, Payment partner is responsible for its own notifications and remedial measures; we will reasonably **support** you and **coordinate** where needed.

## 7) Shipping, Delivery & Risk of Loss

At **miboxs.com**, we manufacture and supply customized and standard cardboard and boxes. To help you make an informed decision, we provide the option to **order a sample** before placing larger production orders. By confirming your order, you acknowledge and agree to the following:

### Returns & Exchanges

- **No returns after delivery:** Once you receive your order, it cannot be returned or exchanged for convenience. This is because our products are made-to-order and tailored to your specifications.
- **Exception :** If the shipment you receive does **not match your confirmed order** (e.g., incorrect size, material, or printing), you may request a replacement or correction at no extra cost. You must notify us with clear evidence (photos and order reference),
- **Defective/damaged goods:** We will not accept any return, replacement, or refund request if the products have been:
- **Exposed to water, moisture, or other liquids, or**
- **Mishandled, improperly stored, or otherwise damaged** after delivery.

- **Defective/damaged on arrival:** If the products arrive damaged due to our production or delivery process, we will replace the goods or provide another suitable remedy at no extra cost.

### **Cancellations**

- **Before manufacturing starts:** If you cancel an order **before manufacturing begins**, we will deduct a **service fee** from your refund to cover processing, design checks, and administrative costs.
- **After manufacturing has started:** Once your order enters **manufacturing or production**, it can no longer be cancelled.
- **Samples:** Orders for samples cannot be cancelled or refunded after payment.

### **How to request a cancellation or correction**

- Contact our support team at **support@miboxs.com** with your order number (or data).
- For wrong or defective shipments, attach clear photos and a description of the issue.
- Approved refunds (before manufacturing) will be processed using the same method of payment, less applicable service fees.

## **9) Warranties; Disclaimer**

We warrant that products will materially conform to our specs at delivery. **Except as required by Egyptian law**, the Site and products are provided on an “**as is**” basis without additional warranties (fitness, merchantability, etc.). Nothing here limits your **statutory rights** under the Consumer Protection Law.

## **10) Limitation of Liability**

To the extent allowed by Egyptian law, we are **not liable** for indirect, incidental, or consequential losses (e.g., lost profits, business interruption). Our aggregate liability relating to an order will not exceed the amounts you paid for that order. This does **not** exclude liability that cannot be limited under applicable law.

## 11) Indemnity

You agree to indemnify and hold us harmless from third-party claims arising from your misuse of the Site, violation of these Terms, or infringement arising from content or specifications you supply for **custom-made** products.

## 12) Intellectual Property

All Site content (text, graphics, logos, images, product data, documentation, code) is owned by us or our licensors and protected by applicable IP laws. You may not copy, modify, distribute, or exploit content without written permission. Our trademarks (including **Miboxs** and **miboxs.com**) may not be used without consent.

## 13) User Content & Feedback

If you submit reviews, photos, designs, or feedback, you grant us a non-exclusive, transferable, sublicensable, royalty-free license to use, reproduce, display, and adapt such content in connection with the Site and our marketing, provided this complies with law and privacy rules.

## 14) Data Protection & Privacy (Egypt PDPL)

We process personal data in accordance with **Personal Data Protection Law No. 151/2020** and its regulations. Key points:

- We rely on **consent** or other lawful bases for processing and inform you of purposes and rights.
- You may request **access, correction, erasure, or withdraw consent**, and you will be informed of data breaches as required.
- **Cross-border transfers** occur only under PDPL conditions (adequacy, consent, or authorization by the competent authority).
- We implement appropriate **security** and **confidentiality** measures.  
Please read our **Privacy Policy** for full details (controller info, purposes, retention, processors, cookies, marketing choices, and contact details for PDPL requests).

## 15) Electronic Communications, Contracts & Signatures

You agree to receive communications electronically (email, SMS, in-account messages).

**Electronic contracts and signatures** have legal effect in Egypt when they meet Law 15/2004 requirements; our e-invoices/e-receipts may carry a qualified digital signature and unique ETA identifiers.

## **16) Promotions & Coupons**

Promo codes are single-use (unless stated), non-transferable, not redeemable for cash, subject to expiry/conditions, and may be withdrawn or adjusted where permitted by law.

## **17) Force Majeure**

We are not responsible for delays/failures caused by events beyond our reasonable control (e.g., strikes, power failures, government actions, extreme weather).

## **18) Third-Party Links & Tools**

Any third-party websites/tools are used at your risk. We are not responsible for their content, terms, or policies.

## **19) Governing Law & Dispute Resolution (Egypt)**

Governing law: These Terms and any disputes arising out of or in connection with them are governed exclusively by Egyptian law.

Consumer complaints: If you are a consumer, you may contact the Consumer Protection Agency. We will cooperate with any legally required resolution mechanism.

Exclusive jurisdiction: Except where mandatory consumer rights apply, you agree that any dispute must be brought only before the Cairo Economic Courts, which shall have exclusive jurisdiction. You waive any objection based on venue or forum non conveniens.

Arbitration (B2B and optional B2C):

For business customers (B2B), all disputes shall be resolved exclusively and finally by binding arbitration at the Cairo Regional Centre for International Commercial Arbitration (CRCICA), conducted by a single arbitrator, seated in Cairo, in Arabic or English.

For consumers (B2C), arbitration remains optional, but if both parties agree, it shall proceed under the same rules.

Class/collective action waiver: To the fullest extent permitted by law, all claims must be brought in your individual capacity only and not as part of any class, collective, or representative action.

Limitation period: Any claim arising from use of the Site, purchase of products, or these Terms must be filed within one (1) year from the date the cause of action arose, or else it is permanently barred.

Limitation of liability confirmation: In all cases, our maximum aggregate liability is capped at the total amount paid by you for the specific order giving rise to the claim.

## **20) Changes to the Site or Terms**

We may update the Site and these Terms from time to time. Changes take effect upon posting on the Site and apply prospectively (they don't affect already-accepted orders). If we make material changes, we'll try to notify you by reasonable means.

## **21) Severability; No Waiver; Entire Agreement**

If any provision is invalid, the rest remain enforceable. No waiver is effective unless in writing. These Terms (plus the Privacy Policy and order-specific terms shown at checkout) are the entire agreement between you and us regarding the Site and products.

## **23) User Data & Responsibilities**

Accuracy of information: You are solely responsible for ensuring that all information, specifications, artwork, shipping details, and personal data you provide to miboxs.com are complete, accurate, and up to date.

Consequences of errors: We are not responsible for any delays, additional costs, failed deliveries, production errors, or damages that arise from incorrect, incomplete, or misleading data provided by you.

Verification: We may, but are not obligated to, contact you to verify the information you have provided. Production and delivery timelines may be affected if corrections are required.

Custom orders: For custom designs, dimensions, or printing, we rely entirely on the files and specifications you submit. You accept full responsibility for ensuring that your inputs are legally compliant, accurate, and suitable for the intended use.

Indemnity: You agree to indemnify and hold us harmless from any claims, costs, or liabilities caused by errors or omissions in the data you provide.

## **22) Contact & Notices**

### **Miboxs for E-commerce Service**

Email: **support@miboxs.com**

Phone:

Address:

Regulatory/tax details (e.g., **Commercial Registration, Tax ID, VAT Reg. No.**) will be shown on invoices/e-invoices as required by law.