

TERMS OF SERVICE

Effective Date: July 28, 2025

1. Introduction

These Terms of Service ("Terms") govern your use of Recycool ("Platform"), a digital service by Recycool Limited ("we", "our", or "us"). Recycool connects individuals and businesses with recyclable materials to licensed recycling facilities in Nigeria and the UK. By accessing our platform, you accept these Terms in full.

2. Eligibility

- **Users must be at least 13 years old to use Recycool.**

This means no one under the age of 13 is allowed to use the Recycool platform. This age limit helps ensure legal compliance with data protection regulations like the UK GDPR and Nigeria's NDPR, which require parental consent when collecting data from children under 13.

- **Users must be 18+ to use wallet features or perform withdrawals.**

Only users who are 18 years or older are allowed to access Recycool's wallet, receive payments, or withdraw funds. This is because financial transactions and access to digital funds require legal adulthood to reduce fraud risk and comply with financial regulations.

3. Account Creation

- **You must register to use Recycool services.**

Before using Recycool (to list items, get matched with recycling facilities, or receive payments), you must create an account. Without an account, access to core services is restricted.

- **Registration requires providing your name, address, and contact information.**

To complete your registration, you'll be asked for basic personal details like

your full name, your physical address (to enable matching and pickups), and a working email or phone number.

- **Users are responsible for safeguarding login credentials.**

Once registered, you're responsible for keeping your login information (email/username and password) safe. If someone accesses your account using your credentials, you are held responsible for their actions unless you can prove otherwise.

4. Services Offered

- **List recyclable items.**

You can upload details and photos of items you want to recycle—such as bottles, cans, or electronics—so recycling facilities can see what's available.

- **Match with nearby recycling facilities via geolocation.**

Recycool uses your device's location to find and suggest recycling centers close to you. This helps reduce travel distance and improve response time for pickups or drop-offs.

- **Schedule pickups or arrange drop-offs.**

You can either schedule a recycling facility to come and pick up your items or choose to drop them off yourself. The platform helps coordinate these logistics.

- **Upload recyclable item images.**

To help recycling facilities verify the condition and type of recyclables, you can upload pictures of the materials you're listing.

- **Use in-app wallet for financial transactions.**

Users can receive payments (e.g., after selling recyclables) into their in-app wallet and use that balance for withdrawals.

- **Support environmental charities.**

Recycool offers a feature that lets users donate to environmental or sustainability-related causes directly through the platform.

5. Wallet and Payments

- **Payments are processed by Flutterwave.**

All transactions on the platform (sending and receiving funds) are handled securely by Flutterwave, a trusted third-party payment provider that manages compliance and security.

- **Wallets are available for both recyclers and facilities.**

Both individuals who submit recyclable items (recyclers) and the recycling companies (facilities) have access to their own wallets within the app for tracking and withdrawing funds.

- **Minimum withdrawal depends on Flutterwave thresholds.**

There's a minimum amount that must be reached before you can withdraw money from your wallet. This amount is based on Flutterwave's policies and may vary over time or by country.

- **Processing time is 1–5 business days.**

Once a withdrawal request is made, it typically takes between 1 to 5 working days for the money to be transferred to your bank account.

- **Recycool does not store any payment or card details.**

For your security, Recycool does not keep any sensitive financial data like your card number or bank details. All such information is managed by Flutterwave.

6. Acceptable Use

- **You agree not to use Recycool to violate any laws or distribute harmful content.**

When using the platform, you must not break local or international laws. You also agree not to post anything offensive, harmful, fraudulent, or dangerous through the platform.

- **We reserve the right to suspend or terminate accounts for violations.**

If you misuse Recycool or break these rules, your account can be suspended or permanently deleted. This helps protect the safety and integrity of the platform for all users.

7. Intellectual Property

- **All content, trademarks, and platform functionalities belong to Recycool Limited.**

Everything on the platform—including its design, logo, wording, software, and user interface—is legally owned by Recycool Limited. You may not claim it as your own or use it elsewhere without permission.

- **You may not copy, resell, or distribute platform content without permission.**

You're not allowed to duplicate or redistribute anything you find or access on Recycool, unless we give you explicit permission in writing.

Unauthorized use could lead to legal consequences.

8. Data Protection

- **Your data is processed in compliance with the UK GDPR, NDPR (Nigeria), and relevant privacy laws.**

Recycool handles your personal information according to data protection laws in both the UK and Nigeria. These laws are in place to keep your personal data safe, private, and only used for lawful purposes.

- **Refer to our Privacy & Data Policy for full details.**

For more detailed information about how your data is collected, stored, and used, you should read the full Privacy & Data Policy document provided by Recycool.

9. Service Availability

We strive to maintain uptime but do not guarantee that the platform will always be accessible. We may suspend the service for maintenance or legal compliance.

10. Termination

We may suspend or terminate your account if you breach these Terms or misuse the platform.

11. Governing Law & Jurisdiction

These Terms are governed by the laws of the **United Kingdom** and **Nigeria**. Any disputes shall be handled in courts located in either country.