

Terms and Conditions and Privacy Policy

Effective Date: 17th June, 2025.
Business Name: GBM ROYAL VENTURES
Address: Osiem, Awooye, East Akim, E/R, Ghana
Platform Type: Agro Products E-Commerce

1. Acceptance of Terms

By accessing or purchasing from GBM ROYAL VENTURES, you agree to these Terms and Conditions. If you do not agree, please refrain from using our platform.

2. Products Offered

We specialize in high-quality agro products, including but not limited to spices. All product details and pricing are subject to updates without prior notice.

2a. Product Representation & Fulfillment

At GBM Royal Ventures, all product images and descriptions displayed on our store are for **illustrative purposes only**. While we strive to represent our offerings accurately, the final product shipped may vary in packaging, branding, or origin depending on availability and our network of certified partners. We reserve the right to **substitute any listed item** with an equivalent product from an appropriate supplier or partner that meets our quality standards and specifications. This ensures timely delivery and consistent product integrity across all markets.

3. Order Confirmation & Payment

Orders are confirmed only upon receipt of part or full payment. We support manual payments through Skrill, Wise, bank transfer, and similar channels. Customers are responsible for sending payment confirmation.

4. Shipping and Delivery

We offer domestic and international shipping based on mutually agreed terms. Delivery timelines are estimates and may vary due to location or circumstances beyond our control.

5. Returns and Refunds

If you receive an incorrect or damaged item, you may request a return within 7 days. To initiate, contact us through our communication channels. Refunds will be processed upon verification.

6. Intellectual Property

All content, including product names, images, and designs, are the property of GBM ROYAL VENTURES and may not be reused or copied without explicit consent.

7. Limitation of Liability

We are not liable for any losses beyond the cost of purchased products. Users accept platform use at their own risk.

8. Governing Law

These terms are governed by the laws of the Republic of Ghana.

Privacy Policy

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1. Information We Collect

We may collect names, contact information (email, phone, location), and purchase history during order processing or inquiry submissions.

2. How We Use Your Information

We use collected data to:
- Process and fulfill your orders

- Improve user experience
- Communicate promotional or transactional updates

3. Data Sharing

We do not sell your personal data. Limited sharing may occur with logistics providers or payment processors strictly for business operations.

4. Data Security

We implement appropriate security measures to protect your information from unauthorized access, modification, or loss

5. Cookies

Our site may use cookies to analyze visitor behavior and improve usability. You may disable cookies via your browser settings if preferred.

6. User Rights

You may request updates or deletion of your stored data by reaching out via our support channels.

7. Documents Sharing Policy

7a. Overview

At GBM Royal Ventures, transparency and client satisfaction are foundational to our trade operations. To uphold these values, the sharing of documentation is intentionally structured as the final step in our trade process—either prior to shipping goods or, where applicable, immediately preceding payment under advance contracts.

7b. Timing of Document Sharing

- **Standard Contracts:** All relevant documents will be shared **only after final preparations for shipping** have been completed. This ensures accuracy, compliance, and readiness.
- **Advance Payment Contracts:** In agreements involving advance payment, **document sharing is the final obligation before payment execution.**

7c. Client Responsibilities

- Clients must **clearly communicate all required documentation** during the contract negotiation stage. This ensures that all expectations are met without delays.
- Failure to disclose documentation needs early may result in operational lag or exclusion of requested documents from the final delivery process.

7d. Contractual Protections

- GBM Royal Ventures integrates this document-sharing policy into **all trade agreements.**
- Clients reserve the **full legal right to terminate the contract** if GBM Royal Ventures fails or refuses to share the agreed documents within the specified timeframe and conditions.

7e. Types of Documents Typically Shared

These may include, but are not limited to:

- Commercial invoice
- Packing list
- Bill of lading or airway bill
- Certificate of origin
- Phytosanitary certificates (for agro products)
- Export license or regulatory approvals
- Product analysis reports

7f. Acknowledgment and Amendment

- All parties are required to acknowledge acceptance of this policy in writing prior to trade execution.
- Any amendment to this process must be documented and mutually agreed upon.

8. Policy Updates

We may revise this policy as necessary. Continued use of the platform after updates implies acceptance of the new terms.