

Gcoop Bangladesh Limited.com

Terms & Conditions

Introduction:

Welcome to Gcoop Bangladesh Limited.com

Gcoop Bangladesh Limited is your unique shopping platform that allows you to buy products from a wide range of sources. You can buy not only direct from our store also can buy our website.

Our terms and conditions (T & C) or terms of use (TOU) that will apply to you are listed below -

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1. User Agreement

1.1- By using website www.bdgcoop.com and our social media pages (" website ") you accept all the terms conditions ("agreement ") and our privacy policy.

1.2- These terms and conditions govern your use of the services content offered by us time to time with or without notice to you. You should review the terms conditions periodically for changes on the terms of use.

You must be 18 or older to agree to this agreement and use this site

This Agreement must be completed, understood and agreed to by a person over 18. If a parent or guardian wishes to permit a person under 18to access this site, he or she should email the Company with his or her explicit permission and acceptance of full legal responsibility. If you are not yet 18 or are accessing this site from any country where this material is prohibited, please exit now as you do not have proper authorization

2. Web & Service accesses

2.1- Accessing to our services is permitted on a temporary basis as our terms and conditions. We reserve the right to withdraw or amend the services we provide with or without notice. We will not be liable for any reason the services are unavailable at any time or for any period.

2.2- From time to time, we may restrict access to some or all parts of our services.

2.3- We provide no warranties in relation to the content of any other website linked to or from our website.

2.4- You are responsible for making all arrangements necessary for you to have access to services. You are also responsible for ensuring that all person who access services through your internet connection are aware of these terms, and they comply with them.

2.5- Any data or other information provided by you is processed with our privacy policy as described in clause 32. By providing any such information you agree to the terms of our privacy policy in clause 32.

3. Electronic Communication

When you are using the site or sending emails you are communicating with us electronically and consent to receive electronic communication related to your use of the site. We will communicate with email or by posting notice on site. You agree that all the agreements, notice, disclosures are other communications that are provided to you electronically satisfy and legal requirement that such communications be in writing. Notices from us will be considered delivered to you and effective when send to the email address you provide on the site or from which you otherwise email us.

4. Your Registration Obligation

4.1- As an unregistered user you will be able to browse the displayed on the website. But only registered user will have full use or enjoyment of this website. If you do not have a username and password you will be required to register on the website.

4.2- The website registration process requires you to complete or fill in a short form which will enable you to create your login details (login credentials). You will not be able to have full use of the website until you complete the registration. Your login credentials will be required every time you login or make use of the website as a registered user.

4.4- All users will be responsible for maintaining the confidentiality of their password or account, including any activities that occur under your account. That's why we will not be liable to you or any other person for any loss or damage which any arise as a result of failure to protect your password or account. You hereby indemnify and hold us harmless against all costs claims losses or damages which may arise therefore.

4.5- In consideration of your use of the services, you agree to-

4.5.1- Provide true, accurate, current and complete information about yourself as prompted by the registration form

4.5.2- Maintain and promptly update the registration data to true, accurate and complete.

4.6- you must be at least 18 (Eighteen) years of age. If you are not, you must have your parent to complete the registration on your behalf.

4.7- if you provide any information untrue, inaccurate or incomplete or we have reasonable grounds to suspect that such information is untrue, inaccurate or incomplete, we have the right to suspend or terminate your account and refuse any future use of the service(or any portion thereof).

5. Your Account, Password & Security

5.1- Your user identification code, password chosen by you or provided, as our security procedures, you must treat such information as confidential. And you must not disclose it to any third party. We have the right to disable any

user identification code or password whether chosen by you or allocated by us at any time, if in our opinion you are failed to comply with any of the provisions of these customers terms and connected in relation to in clause 5.8.

5.2- It is your responsibility to ensure that you maintain clause 4.5.

5.3- Ensure that you check all information before making a purchase.

5.6- You are fully responsible for all activities that occur under your password or account.

5.7- By agreeing the clause 4.6 you take all the responsibility of your purchase and we cannot and will not be liable for any loss or damage arising from your failure to comply with this section connection with.

5.8- You must not or attempt to –

5.8.1- Interfere (or attempt to interfere) or disrupt (or attempt to disrupt) our site or the servers or network that host our site.

5.8.2- Use (or attempt to use) data mining, robots screen scraping or similar data gathering and extraction tools on our site.

5.8.3- Interfere (attempt to interfere) with security related or other features of our site.

5.8.4- Use, copy or distribute content without our permission.

5.8.5- Breach any applicable law, regulation or code of conduct or infringe any intellectual property of other rights of others as described in clause 7.

5.8.6- be unlawful, defamatory, threatening, harassing, invasive privacy, vulgar, racist, hateful, discriminatory, obscene, pornographic, sexually suggestive, promoting of self-harm, misleading, abusive or deceptive.

5.8.7- involves phishing or scamming or similar.

5.8.8- do anything which may have the effect of disrupting our website including worms, viruses, software bombs or mass mailings.

6. Web Content

6.1- Any information published or sent on or via our services by other users is the sole responsibility of the person from whom such content originated and we are not responsible for it.

6.2- We do not guarantee that any general information we make available on our website is accurate or up to date. You rely on it at your own risk.

6.3- Gcoop Bangladesh Limited reserves the right without notice or refund to suspend, alter, remove or delete content or to disclose to the relevant authorities or to a complaint any content or behavior if it is the subject of complaint or where we have reason to believe that it breaches terms and conditions, or that such steps are necessary to protect us or others, or if we are required to do so by law or appropriate authority, described in clause 2.1 .

6.4- Information about goods on our website is based on material provided by third party sellers, suppliers and or product manufacturers. Except as required by law (Peoples Republic of Bangladesh Limited consumer Law). We cannot be held responsible for inaccuracies or errors caused by incorrect information supplied to us or by these third parties, as described in clause- 18.

6.5- Due to photographic and limitations associated with the representation of goods, some actual goods including (in particular clothing, apparel, and shoes) may differ to a small extent in visual appearance (for example in color) from the way they appear on the website. In addition, where it is suitable to do so, some depictions of products or services are created or chosen by us for promotional purposes and not be an exact representation of the product or service received.

7. Intellectual Property

7.1- You acknowledge and agree that the service contains proprietary and confidential information that is protected applicable intellectual property and other laws.

7.2- All the content, graphics, user and visual interfaces, trademarks, logos, photographs, music, sound, art effect, art work, animation, videos, text, software, computer code used on this site are our intellectual property or that of our suppliers, partners or other users. All the content above including but not limited to the design, structure selection, expression and arrangement of such material contained or used in the website is owned, controlled or licensed to Gcoop Bangladesh Limited.com. We reserve all intellectual property rights, including but not limited to, copyright in material.

7.3- Other trademarks used on this website that belong to third parties are used with permission and remain the intellectual property of the third party.

7.4- You may not -

7.4.1- Modify or copy neither the layout or appearance of the website nor any computer software or code contained in the website.

7.4.2- Sublicense, retrieve, display, print, sell, distribute, download, or create extracts such material without our specific prior written consent as described in clause 32.

7.4.3- Decompile, disassemble, reverse engineering or otherwise attempt to discover or access any source code related to the website.

7.5- If you correspond OR otherwise communicate with us, you automatically license (i.e. permit) us to use your content both on our website and also, for marketing purposes, on other channels including different websites, social media and emails as described in clause 5.

7.6- We respect the intellectual property of others and we ask our sellers to do the same. If you are aware that any of your intellectual property rights have been infringed on the site, please contact us.

8. Disclaimer and Liability

8.1- To the fullest extent permitted by applicable laws, we disclaim responsibility for any harm resulting from your use of any part of the service.

We exclude all liability to you or anyone else for loss or damage of any kind or nature relating in any way to the website including, but not limited to, loss or damage you might suffer as a result of :

8.1.1- errors, mistake or inaccuracies on the website or our social media pages.

8.1.2- You acting or not acting on any information contained on or referred to on the website and or any linked website or our social media pages.

8.1.3- Personal injury or property damage of any nature resulting from your access to or use of the website.

8.1.4- Any unauthorized access to or use of our secure services and/or personal information and/or financial information stored on those servers.

8.1.5- Any interruption or cessation of transmission to or from the website.

8.1.6- Any bugs, viruses, Trojan horses or other harmful code or communication which may be transmitted to through our website by any third party.

8.1.7- The quality of any product or service of any linked sites.

8.2- We do not warrant, endorse, guarantee or assume responsibility for any product or service advertised or offered by a third party through our website or any linked website or featured in a banner or other advertising. We will not be a party to or in any way reasonable for monitoring any transaction between you and third party sellers of goods and services.

8.3- Where any law (including Peoples Republic of Bangladesh Limited consumer Law) provides a guarantee which may not be lawfully excluded. Our liability will be limited to that provided by law.

8.4- You acknowledge that we do not guarantee continuous, error free or secure access to our services or that defects in the service will be corrected. Which we will use reasonable efforts to maintain aUN interrupted service, we cannot guarantee this and we do not give any way promises or warranties (whether express or implied) about the operation and availability of our sites, services, application or tools.

8.5- We are not liable for any loss, whether of money (including profit) goodwill or reputation or any specials, indirect or co sequential damages resulting from -

8.5.1- The cost procurement of substitute products and services resulting from any products, data information or services purchased or obtained or messages received or transaction entered.

8.5.2- Unauthorized access to or alteration of your transmission of data.

8.5.3- Any other matter relating to the service or products displayed or sold through the service./li>

8.6- Some jurisdiction do not allows the disclaimer of warranties and exclusions may not apply to you.

8.7- Our entire liability and your exclusive remedy shall not exceed the amount paid by you for the relevant product and services.

8.8- Nothing in this T & C shall affect your statutory rights as a consumer or limit or exclude our liability for personal injury or death caused by our negligence or fraudulent misrepresentation or any other liability which cannot be excluded or limited to law.

8.9- We will not be held responsible for any delay or failure to comply with our obligations under these conditions if the delay or failure arises from any cause which is beyond our reasonable control.

9. Product Gcoop Bangladesh Limited

9.1- All the products displayed on Gcoop Bangladesh Limited are sold by Gcoop Bangladesh Limited by itself,

9.4- A contract formed on the completion of a sale of product is made solely between the customer and the retailer, although Gcoop Bangladesh Limited has the retailer's authority to bind the retailer to sale of a product pursuant to such contract. Gcoop Bangladesh Limited is not a party to such contract nor assumes any responsibility arising out or in connection with it.

9.5- We are using our best efforts to make certain that the products purchased by you at Gcoop Bangladesh Limited are of good quality, meet the requirement of all relevant rules and regulations and are in all material respects processes and our customers' feedback of products sold at Gcoop Bangladesh Limited. But we have no direct control over the individual products sold at Gcoop Bangladesh Limited.

9.6- When you place an order, you will receive an email confirming receipt of your order. This email is only an acknowledgement for information purposes and it does not constitute acceptance of your order by the retailer. The contract between you and the retailer in relation to the products will not be formed until we have checked that the retailer accepts your order. If your order is accepted, we will send you a confirmation email, which concludes the contract between you and the retailer. The confirmation email will include a description of the products, purchased in the order.

9.7- We receive your payments on behalf of the retailer, and we also undertake to refund you on behalf of the retailer any money which you may become entitled to. Such instruction may be amended from time to time with or without notice to you. You understand and agree that such instructions will form an integral part of this Terms of Use.

9.8- Warranty terms are product specific, and therefore will be provided with the relevant product, or by the relevant retailer.

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10. Buy on Gcoop Bangladesh Limited

10.1- You are responsible for any errors in your order caused by you.

10.2- The promotion of goods or services on the website does not constitute an offer to sell. It is an invitation to treat only.

10.3- You can purchase either:

10.3.1- Goods under the T & C in this agreement at the price specified.

10.4- All the products sold by Gcoop Bangladesh Limited are not reserved in-cart, and an order is only finalized when you have completed check-out process and received an order confirmation from us and payment received in full.

10.6- We use automated fraud detection software that may result in your order being delayed or cancelled. Where your order is flagged for fraud detection, we will make enquires into any potential fraud. We reserve the right to subsequently reject and refund your order at our absolute direction where fraud is suspected.

10.7- Your order may be rejected in circumstances where we believe there may be a credit card or Payment related fraud (detected prior to the goods being shipped) or where your order cannot be shipped or if there has been an error in the price or product description on the website. In these circumstances the order will be refunded in full.

10.8- You must review your order carefully before placing it. Once an order is confirmed, you are unable to cancel or change it. If you have any problem with your order, then you must go through the normal return process outlined in this agreement. If you change your mind, you can return your goods provided you meet the requirements set out in our change of return policy.

10.9- In the event that we cancel or are unable to fulfill your order, we will provide a full refund of any payment received.

10.10- We reserve the right to notify you that goods for which you placed orders have become unavailable for reasons beyond our control, your order may be delayed or you may receive a full refund of any payment received or store credit (at your selection) in the event we cannot fulfill your order.

11. Connection with Social Media

You can register with us via your Facebook account. By doing this, you give us permission to access basic information from your Facebook account. This information is collected by Facebook and is provided to us under the terms of Facebook's privacy policy. We have no control over individual account privacy settings on such services or polices on how your personal information will be used. You are in control of these matters, not us. Before using these features, you are encouraged to read all polices and information on Facebook to learn more about how they handle your information. Gcoop Bangladesh Limited is not responsible for any acts or omissions by Facebook and any connected social media service providers' use of features that come from Facebook platform.

12. Gcoop Bangladesh Limited Discretion

12.1 We reserve the right in our sole discretion to alter or remove any information or withdraw any goods or services offered for sale by you. If-

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13.2- You agree and warrant to the buyer of those goods and services and separately to us that, your information:

13.2.1- is accurate and not false, misleading, deceptive or fraudulent;

13.2.2- does not breach any intellectual property rights of third party as in clause 7.

13.2.3- is made in compliance with all applicable laws, government regulations or guidelines;

13.2.4- is not forged, threatening or offensive or otherwise constitute harassment;

13.2.5- does not contain any confidential information or national security issues or trade secrets of third party unless you have obtained the consent of the third party owners;

13.2.6- does not contain any viruses, worms, Trojan horses or other individual programs or data whether attached to or embedded in other programs or data or net;

13.2.7- does not contain any pornography, bestiality or any other obscene or offensive material;

13.3- You are the legal owner of the goods and services you are offering for sale on this site and you have the legal capacity to conclude the sale and to pass the title in the goods and services to the successful buyers.

13.4- You will not hyperlink to or include description of goods and services that you are not offering for sale on this site.

13.5- You represent and warrant to us and to the buyer separately that your information will be kept up to date and that will edit your account profile and any other information accordingly.

13.6-The goods and services you offer for sale and sell on this site;

13.6.1- are reasonably fit for the purpose or purposes for which goods of that kind are commonly bought as it is reasonable to expect having regard to matters, without limitation, the description of those goods and their price; and

13.6.2- correspond with the description that you have posted on this site; and

13.6.3- are not defective.

14. Pricing with Gcoop Bangladesh Limited

14.1- We will take all the reasonable efforts to ensure that prices reflected on the Gcoop Bangladesh Limited website are accurate.

14.2- You confirm that we may amend our prices time to time without prior notice and for any reason whatsoever.

14.3- We reserve the right not to honor any incorrect offers represented on the website made by genuine human error.

14.4- You agree that all prices will be quoted in Bangladesh Limited taka and include value added tax (VAT). You also agree that the prices displayed on the website are only valid and effective in Bangladesh Limited.

14.5- Special promotions may be limited to separate offer conditions and stipulations.

15. Payment on Gcoop Bangladesh Limited

15.1- You acknowledge that you can use your Gcoop Bangladesh Limited wallet, debit or credit card, Nagad or cash on delivery to pay for the products you want to buy.

15.2- You also acknowledge that an amount equal to the total value of your order will be debited from your Gcoop Bangladesh Limited wallet or reserved against the debit or credit card you are paying with during the checkout process.

15.3- Notwithstanding the above payment terms, kindly note that you can also make use of your Gcoop Bangladesh Limited promotional codes to pay for the products.

15.4- For the avoidance of doubt, you agree that you will pay for the products on the Gcoop Bangladesh Limited website using the available payment methods. By submitting your order, you warrant that you are authorized to make payment for the products and that there are sufficient funds available to for the order.

18. Third Party Web and Services

We may link to third party websites which may be of interest to you and/or use third party advertising on our site and/or use third party-provided services on our site. We do not recommend our endorse and we are not legally responsible for those sites or services. You use such third party sites or services at your own risk.

19. Site Promotions

From time to time Gcoop Bangladesh Limited will run promotions. These promotions will either be on selected products or site wide. For each promotions there will be specific terms and conditions. Promotion's may require the customer to apply stated promo code to their cart during the check-out process. Promo code discounts, even if site wide, will only apply to physical product. No promo code discount will apply to gift vouchers/card.

20. Rating, Comments & Feedback

The following are the Gcoop Bangladesh Limited rating system Rules as mentioned in clause of the terms and conditions of use of this site:

21. Shipping & Delivery

21.1- subject to this agreement, goods will be supplied as shown on your order confirmation, which will be provided to you by email.

21.2- We will use our best endeavors to meet stated timeframes for delivery, however from time to time particularly during busy periods, our shipping service providers may suffer delays beyond our control. Please allow up to 30 days delivery (for standard and express post). Sellers may set their own delivery time frames which may differ from goods sold by us.

21.3- Standard post are subject to different fees and charges. In addition, certain goods(including large and bulky items or special orders) may be subject to additional charges. All shipping charges will be made available to you at checkout.

21.4- A signature may be required for some deliveries and some ecommerce ecommerce platform orders (depending on the (individual seller's requirements). You are responsible for ensuring you are able to accept delivery. Neither we, nor a ecommerce ecommerce platform seller will be responsible :

a) for late delivery where attempted delivery has occurred on or before the stated delivery time frames.

b) for lost or missing parcels that have been signed for at your selected delivery address (regardless of whether or not you have personally accepted delivery).

C) for lost or missing parcels left at your chosen location where you have expressly given authority to leave with the items carrier.

21.5- We reserve the right to change, modify or discontinue any delivery options at our absolute discretion.

22. Resolution & Disputes

If any dispute arises between you and Gcoop Bangladesh Limited, we strongly recommend you to first contact us directly to seek a resolution by going to the Gcoop Bangladesh Limited help page. We will consider reasonable request to resolve the dispute through alternative dispute resolution procedures, such mediation or arbitration, as alternatives to litigation. (Help) [Hyperlink](#)

23. Force Majeure

Where we or seller prevented from or delayed in carrying out obligations under these customers terms due to circumstances beyond our or the sellers reasonable control including, without limitation, acts of god,

governmental actions, war or national emergency, riot, civil commotion, fire, lock-outs, strikes or other labor disputes(whether or not relating to the seller's workforce), or restraints or delays affecting carriers or an inability or delay in obtaining supplies of adequate or suitable materials than either or the seller's(as the case may be) performance of its obligations shall be postponed for the period of time that the circumstances continue.

24. Breach of Terms & Conditions

24.1- If we permit the registration of an account on our ecommerce ecommerce platform it will remain open indefinitely, subject to these general terms and conditions as mentioned in clause 36.

24.2- If breach these general terms and conditions, or if we reasonably suspect that you have breached these general T&C or any Gcoop Bangladesh Limited codes, policies or guidelines in any way we may:

24.2.1- Temporarily suspend your access to our ecommerce ecommerce platform ;

24.2.2- Permanently prohibit you from accessing our ecommerce ecommerce platform ;

24.2.3- Block computers using your IP address from accessing our ecommerce ecommerce platform ;

24.2.4- Contact any or all of your internet service providers and request that they block your access to our ecommerce;

24.2.6- Commence legal actions against you, whether for breach of contract or, otherwise.

24.3- Where we suspend, prohibit or block your access to our ecommerce platform or part of our ecommerce ecommerce platform you must not take any action to circumvent such suspension or prohibition or blocking.

25. Warranty Disclaimer

25.1-The site and the materials and products on this site are provided "as is" and without warranties of any kind, whether express or implied.

25.2-To the fullest extent permissible pursuant to applicable laws, Gcoop Bangladesh Limited disclaims all warranties, express or implied, including, but not limited to, implied warranties of merchantability and fitness for a particular purpose and non-infringement.

25.3- Gcoop Bangladesh Limited does not represent or warrant that the functions contained in the site will be uninterrupted or error-free, that the effects will be corrected, or that this site or the server that makes the site available are free of viruses or other harmful components.

25.4- Gcoop Bangladesh Limited does not make any warranties or representation regarding the use of the materials in this site in terms of their correctness, accuracy, usefulness, timeliness, reliability or otherwise.

26. Additional Disclosure

26.1-No waiver by either you or Gcoop Bangladesh Limited of any breach or default or failure to exercise any right allowed under this TOU is waiver of any preceding or subsequent breach or default or a waiver or forfeiture of any similar or future rights under our terms and conditions.

26.2- The section headings used herein are for convenience only and shall be of no legal force or effect.

26.3- If a court of competent jurisdiction holds any provision of terms of use invalid, such invalidity shall not affect the enforceability of any other provisions contained in these TOU, and the remaining portions of our terms of use shall continue in full force and effect.

27. Choice of law

Any disputes arising out of or related to these terms and conditions and/or any use by you of the site or Gcoop Bangladesh Limited services shall be governed by the laws of the People's Republic of Bangladesh Limited, without regard to its choice of law rules and without regard to conflicts of law principals.

28. Termination

28.1- All the terms and conditions are applicable to you upon your accessing the site and/or completing the registration or shopping process.

28.2- These T&C or any part of these may be terminated by Gcoop Bangladesh Limited for designing and managing websites without notice at anytime, for any reason.

28.3- The provisions relating to copyrights, Trademark, disclaimer, Limitation of liability, indemnification and Miscellaneous, shall survive any termination.

28.4- Any account that not been used for a certain period of time be terminated and all contents guidelines and policies.

28.5- You agree that we have no responsibility for the deletion or failure to store any content maintained or transmitted by the service.

28.6- Further you agree that we shall not be liable to you or any third party for any termination of your access to the service.

29. Data Protection & Privacy

29.1-By using Gcoop Bangladesh Limited, you agree to the collection, transfer, storage and use of your personal information by Gcoop Bangladesh Limited on servers located in the “Gcoop Bangladesh Limited.com”. As further described in our privacy policy. [Click here Privacy Policy](#)

29.2- You shall process your personal data received under and/ or in connection with this user agreement each as a separate and independent controller.

29.3- In no event will Gcoop Bangladesh Limited and you process personal data under and/or in connection with this user agreement as joint controllers or in a controller-to- processor relationship.

29.4- You shall be individually and separately responsible for complying with the obligations that apply to you as a controller under applicable data protection law.

29.5- This include, but is not limited to the obligation to provide appropriate safeguards for the transfer of personal data to a third party. You shall erase the personal data received under this user agreement immediately after the respective purposes has/have been fulfilled.

29.6- Any further processing of the personal data is not permitted except when legally required. Failure to abide with the aforementioned obligations may result in disciplinary action up to and including account suspension.

31. Refer A Friend / Referral Bonus

31.1- You may earn referral bonuses by refer a friend or anyone from your link. It is a promotional activity by which a friend you refer becomes a Gcoop Bangladesh Limited customer and makes a qualifying purchase on the site.

31.2- To participate, refer friends who are not current Gcoop Bangladesh Limited subscribers and who have never purchased a product from the site ("new user") by sending them your referral link (“Unique link”), available on the site or provided to you as recipient of an invite only special offer.

a) Register on the site.

b) Makes an initial purchase of a product from the site. Gcoop Bangladesh Limited will, within a reasonable amount of time, post to your Gcoop Bangladesh Limited wallet, the Gcoop Bangladesh Limited bonus that you are eligible to receive.

31.3- Gcoop Bangladesh Limited may provide various tools to help you disseminate your unique link. You may also share your unique link via email and social media.

31.4- Please note that whenever you decide to share your unique link, you must tell your friends that you are eligible to receive Gcoop Bangladesh Limited bonuses (store credit) if they sign up and make a qualifying purchase.

31.5- Failure to disclose this information is a violation of these terms of use and Gcoop Bangladesh Limited may terminate you immediately from the referral bonus program, disqualify you from participating you in the forfeiture of any Gcoop Bangladesh Limited bonus in your wallet.

31.9- Gcoop Bangladesh Limited reserve the right at any time to modify or discontinue the referral program either temporarily or permanently (or any part thereof) with or without notice. Gcoop Bangladesh Limited will not be liable to you in the event of any modification, suspension or discontinue of the referral program.

32. Privacy Policy

32.1- Registration data and certain other information about you is subject to Gcoop Bangladesh Limited privacy policy.

32.2- You agree that we may access, preserve and disclose your account information and content:

32.2.1- to our affiliated companies for the purpose of providing the content to you and others in an efficient manner;

32.2.2- for the purpose of properly administrating your account in accordance with our standard operating procedures;

32.2.3- if required to do so by law or in the good faith, believe that any such access, preservation or disclosure is reasonably necessary to:

a) comply with legal process;

b) enforce the TOU;

c) respond to claims that any content violets the rights of third parties;

d) respond to your requests for customer service;

e) protect the rights, properly or safety of the service, its users and the public.

32.2.4- We may record customer service calls and collect other information related to the interaction between you and Gcoop Bangladesh Limited.

33. Acknowledgement

You agree that:

33.1- All pictures and images of products displayed are for illustrative purpose only.

33.2- Any accessory featured with the products is for illustrative purpose only and may be sold separately; and

33.3- Where we provide dimensions and measurements in the description of a product. The dimensions may vary slightly in real life and it is your responsibility to ensure that the actual size of each product is suitable for your purpose prior to submitting your order (including whether there is appropriate and safe access to your delivery address for delivery of the product). Return policy

34. Company Information

Company Name: Gcoop Bangladesh Limited

Country of incorporation: Bangladesh

Registration Number:

Registered Office: Chittagong

Address : 36/37,CDA avenue, level 10, AK tread centre,
Chottogram ,Bangladesh.

Email: info@bdgcoop.com

Contact info: 01316- 601013

35. Return Policy:

35.1- Here at Gcoop Bangladesh limited, we believe in 100% customer service and strive to please all Gcoop Bangladesh Limited buyers. We always do our best to take care of our valuable customers. In the unlikely event if any product that you have purchased is damaged or incorrect (presentation different on website) or the size of fashion product does not fit you then you may return your product. To be eligible for a refund, the product must be returned to Gcoop Bangladesh Limited in a resalable & unused condition. The item must be in the original packaging and returned with any accessories or free gifts within 48 hours from the day it was delivered. The return button will show up in your Gcoop Bangladesh Limited account when the product is delivered. You will get the chance for 48 hours.

35.2- These categories cannot be returned

- a. Used or not in the same condition and packaging as you received it.
- b. "Change of mind" about the purchase.
- c. Items which have been used or installed.
- d. Products that have been tampered with or a missing serial numbers.
- e. Products with missing labels or accessories.
- f. The product is "no longer needed"
- g. Defective Products

What is a defect?

A defect is a material imperfection in the manufacture of a product or any characteristic of a product, which makes the product less acceptable than one would reasonably be entitled to expect in the circumstances. Please refer to our FAQs for some examples.

- a) Faults resulting from normal wear and tear;
- b) damage arising from negligence, user abuse or incorrect usage of the product;
- c) damage arising from electrical surges or sea air corrosion;
- d) damage arising from a failure to adequately care for the product;
- e) damage arising from unauthorized alterations to the product; and
- f) Where the specifications of a product, although accurately described on the Website and generally fit for its intended purpose, do not suit you.

35.4- Problems with your goods – contacting us

35.4.1- If you have a problem with your goods, please contact us via the Help Centre. We will investigate your issues and advise you whether your product may be returned and, where required, provide you with instructions on how to return your goods.

35.4.2- Once an item is returned we will either inspect your goods or investigate any claimed defect or in some cases, send the goods to third parties for assessment and/or repair. Where applicable we provide a remedy in relation to your goods.

35.4.3- If we do not believe a remedy is applicable upon inspecting our goods (for example, where we believe the goods have been misused, or there was a failure to use in accordance with manufacturer's instructions, used it in an abnormal way or there has been a failure to take reasonable care), we will reject your claim and return your goods to you. You must cover the cost of return shipping in order to receive goods we have rejected on inspection, and we will provide you with instructions on how to make this payment.

35.4.4- Refunds will be issued using the payment method used for purchase. If you have an account with us, store credits will be issued to the account used to purchase the goods.

35.4.5- We aim to process refunds and replacements within 28 days of receipt by us of the original product, however, depending on your item and the number of returns in our system, this may take longer

36. General

36.1- These terms and the other policies posted on Gcoop Bangladesh Limited constitute the entire agreement between Gcoop Bangladesh Limited and you, superseding any prior agreements. Your use of the Service may be subject to additional terms and conditions that may apply when you use affiliate services, third-party content or third-party software.

36.2- The TOU and the relationship between you and us shall be governed by the laws of the Peoples Republic of Bangladesh Limited. You agree to submit to the exclusive jurisdiction of the courts of Bangladesh Limited.

36.3- If we don't enforce any particular provision, we are not waiving our right to do so later. If a court strikes down any of these terms, the remaining terms will survive. We may automatically assign this agreement in our sole discretion in accordance with the notice provision below.

36.4- Neither you nor we may assign or transfer any rights or obligations under the TOU without the prior written consent of the other party, except that we shall be entitled to assign or transfer any or all of our rights and obligations (without your prior consent) to any of our affiliated companies. but if we do so we will ensure that any company to whom we transfer our rights or obligations will continue to honor your rights under them. You agree that your Gcoop Bangladesh Limited account is personal and non- transferable. The section titles in this TOU are for convenience only.

36.5- You shall not assign, transfer, charge, sub-contract, create any trust over or deal in any other manner with these Terms and Conditions or a Contract or all or any of your rights or obligations under these Terms and Conditions or a Contract.

36.6- Nothing in these Terms and Conditions or a Contract shall create or be deemed to create a partnership, an agency or a relationship of employer and employee between you and us.

36.7- No person who is not a party to these Terms and Conditions or a Contract shall acquire any rights under it or be entitled to benefit from any of its terms even if that person has relied on any such term or has indicated to any party to these Terms and Conditions or that Contract its assent to any such term.

36.8- A full record of every sale and related transaction between you and Gcoop Bangladesh Limited shall be maintained on the Site for a period of 12 months following the date of such sale or related transaction. You shall thus only be able to view and print such record during such period, whereafter you shall be responsible for retaining your own record of the relevant sale or related transaction.

36.9 - Any and all copyright subsisting in the Website, including these Terms and Conditions, vests in Gcoop Bangladesh Limited and all rights not expressly granted are reserved.

36.10 - When you visit the Site or send e-mails to Gcoop Bangladesh Limited, you consent to receiving communications from Gcoop Bangladesh Limited electronically and agree that all agreements, notices, disclosures and other communications sent by Gcoop Bangladesh Limited satisfy any legal requirements, including but not limited to the requirement that such communications should be in writing.

36.11 -We may update this agreement at any time, with updates taking effect 30 days after we post the updated policy on the Gcoop Bangladesh Limited website. No other amendment to this agreement will be effective unless made in writing, signed by users and by

36.12 -These Terms and Conditions contain the whole agreement between you and Gcoop Bangladesh Limited and no other warranty or undertaking is valid, unless contained in this document between the parties.