



**yurLAND**

Dear Kenji Guy

## **ACKNOWLEDGEMENT LETTER AND TERMS OF CONDITION**

Thank you for your interest in YURLAND. We write to affirm that we received your purchase request. Do see below details of purchase and the terms and conditions attached.

**ESTATE NAME: Exo**

**LOCATION: Lagos**

**DOCUMENTS ATTACHED: offerletter459624444.pdf**

**TOTAL COST: ₦230,000**

**ALLOCATION FEE: ₦30,000**

**UNITS BOUGHT: 1**

**DAILY PAYMENT: ₦7,667**

**PERIOD OF PAYMENT: 29**

**START DATE: Jun-07-2023**

## SCOPE OF RELATIONSHIP BETWEEN YURLAND AND HER CUSTOMERS.

1. You can make a purchase on our platform as long as you are a verified user with accurate database and proper documentation.
2. Our lands are sold in units, a unit is therefore equivalent to half a plot of land (250 - 300spm)
3. Users who purchase up to 4 units at a single purchase transaction, gets one free unit. This offer is valid for all our estates locations.
4. With yurLAND, you would be able to buy a LAND and pay over a minimum period of 1 month to a maximum period of 18 months or outright.
5. Users who do not complete their payments before deadline of their plans, would be charged a contract breaking fee of up to 10% on location price for every extra month(s) spent on the plan.
6. Payments on yurLAND are processed electronically on the web app either by manual operations daily, weekly or monthly or by automation using our auto debit feature enabled by our partners PAYSTACK
7. Users can also make payments offline, directly to the provided company"s account only. Users who decides to make such payments are expected to contact their attached agents or our customer supports.
8. Lands are available for inspection under the following conditions; On schedule/Request and Via Feed your eye (details explained on our platform)
9. A user is allowed to change their location of choice just once under the following conditions;
  - a. **Upgrade** - A user who wants to change his current land location from a cheaper location to a more expensive location. This comes with no charges and can be treated within 24-72hours of notification, after a proper verification of request.
  - b. **Downgrade** - A user who wants to change his current location from a more expensive location to a cheaper

location. This comes with a 10% charge on the new location price and can be treated within 24-72hours of notification, after a proper verification of request.

**All change or location requests, should be sent via mail to [support@yurland.com.ng](mailto:support@yurland.com.ng) with a follow up request via phone call to +2349124259139**

Currently, all lands allocation are designed to take place after successful completion of payment within 7-14 working days.

Allocation of land comes with a fee, an amount already stated on this document and on the product review page

All our estates documentation takes place immediately after allocation of land.

## **Cancellation And Refund Request**

We operate a strict cancellation and refund policy. "See below" to read about our cancellation and refund policy.

### **REFUND POLICY**

- A subscriber can completely cancel, upgrade or downgrade a payment plan without any penalty or fine if the cancellation is done within 24hrs after the payment or activation of the plan.
- A subscriber is eligible for a full refund IF ONLY the refund is requested for within 24hrs after payment.
- In a case of an emergency refund, a subscriber must inform YURLAND management and provide concrete evidences before refunds can be processed. Processing of refund may take 30-60 working days and attracts a penalty of 30% of the subscribed plan.

### **GENERAL RULES**

- Refunds must be requested in writing and given to the agent/IOC you purchased the land through or sent through email to the official email address of YURLAND. This request must be signed by the person who made the original payment.
- Refunds will be made by the same method used for payment and will be paid to the entity that made the original payment.

**for your perusal, below are important communication channels you should keep**

- Your assigned agents (details available on your dashboard)
- Support mail : [support@yurland.com.ng](mailto:support@yurland.com.ng)
- Call center : +234 912 425 9139, +234 902 609 4011
- On escalation : put in copy of your mail [hello@yurland.com.ng](mailto:hello@yurland.com.ng)

**Our Physical Office Address: 1 Abiola Adeyemi Street, Jidsam Filling Station Plaza, Igando-Ikotun Road, LAGOS State.**

**Portal: <https://yurland.com.ng>**

**Ilu-Oba International Limited:  
<https://iluobainternationallimited.com>**

**Arklips Limited : <https://arklips.com>**

**Once Again,  
Thank You For  
Your Purchase.  
Kind Regards.**

**The YurLAND Team**