# Comprehensive Terms and Conditions

# for MiMall, MiChina, MiMedical, and

# HailoRide

## **1. Introduction** Welcome to the platforms operated by Alahad Enterprises (Pty) Ltd, including MiMall, MiChina, MiMedical, and HailoRide. By accessing or using our platforms, you agree to these terms and conditions. ***Please read them carefully as they govern your use of our services.***

## **2. Services Provided**

### **MiMall**

* MiMall is an AI-driven e-commerce platform that connects customers with retailers and service providers across multiple product categories.
* MiMall facilitates transactions, providing a seamless shopping experience powered by advanced AI agents, but does not directly own or sell the products listed on the platform.
* Services include product listing, marketing, payment facilitation, and customer support.

### **MiChina**

* MiChina is a dedicated marketplace under MiMall, specializing in promoting and selling products from local China Town markets.
* Services include cultural promotion, unique product offerings, and localized logistics for delivery and returns.

### **MiMedical**

* MiMedical connects patients with healthcare professionals, offering services such as doctor discovery, appointment booking, and AI-powered symptom assessment.
* Services also include custom AI tools for medical professionals, such as prescription management and analytics (available as bespoke projects).

### **HailoRide**

* HailoRide is a SaaS platform enabling businesses and drivers to offer ride-hailing services.
* Services include driver and business onboarding, subscription management, and seamless ride-hailing integrations for third-party platforms.

## **3. User Obligations**

* Users must provide accurate and up-to-date information during registration, transactions, or service usage.
* Users agree not to engage in fraudulent, illegal, or unauthorized activities while using the platform.
* Users are responsible for safeguarding their login credentials and reporting any unauthorized account access.

## **4. Pricing and Payment**

* All prices on the platforms are listed in South African Rand (ZAR) and include VAT where applicable.
* Accepted payment methods include Visa, Mastercard, and Payfast-integrated payment options.
* Payment is required at the time of purchase or subscription and must be completed for transactions to proceed.

## **5. Refund and Return Policy**

### **General Policy**

* Refunds are allowed for eligible products and services as specified by each platform within 7 days of delivery or service initiation.
* Products must be returned unused, in original packaging, and accompanied by proof of purchase.

### **Platform-Specific Policies**

* **MiMall/MiChina:** Refunds for goods must align with individual seller policies unless the product is defective or incorrectly described.
* **MiMedical:** Refunds for missed appointments or canceled bookings will depend on the respective healthcare provider's terms.
* **HailoRide:** Subscription fees for drivers are non-refundable once activated.

### **Non-Refundable Items**

* Perishable goods, customized products, and digital downloads.

### **Refund Process**

* Refunds will be processed within 14 business days after the return or cancellation request is approved.
* Return shipping costs are the responsibility of the customer unless the issue lies with the platform or retailer.

## **6. Privacy Policy**

### **Data Collection**

* Personal details: Name, email, phone number, and address.
* Payment details for transaction purposes (processed securely via Payfast).
* Usage data to improve services and personalize user experiences.

### **Data Use**

* To process and fulfill orders or service requests.
* To enhance platform functionality and customer satisfaction.
* To send notifications, promotional offers, and updates (if opted in).

### **Data Protection**

* All data is encrypted and stored securely.
* Platforms comply with the Protection of Personal Information Act (POPIA) and GDPR standards.

### **User Rights**

* Access, update, or delete personal data by contacting customer support.
* Opt-out of marketing communications at any time.

## **7. Security Policy**

### **Transaction Security**

* All transactions are processed through secure payment gateways like Payfast, with SSL encryption to protect data.

### **Fraud Prevention**

* Transactions flagged for suspicious activity are reviewed before approval.

### **User Responsibility**

* Users must maintain the confidentiality of their account credentials.
* Notify support immediately if unauthorized activity is detected.

## **8. Shipping and Export Policy**

### **MiMall/MiChina**

* Products are shipped within South Africa unless specified otherwise.
* Export restrictions may apply based on local regulations.

### **HailoRide**

* Ride-hailing services are confined to the operational regions listed on the platform.

## **9. Dispute Resolution**

* All disputes must be reported within 14 days of the issue arising.
* Disputes will be resolved through internal reviews and escalated to legal channels if necessary.

## **10. Governing Law**

* These terms are governed by the laws of South Africa.

## **11. Contact Information**

* **Email:** servicedesk@ageye.pro
* **Phone:** 072 607 4999
* **Business Hours:** Monday to Friday, 9 AM – 5 PM (GMT+2)

## **12. Amendments**

* Alahad Enterprises reserves the right to update these terms and conditions. Changes will be communicated via the platforms and take effect immediately upon posting.

## **13. Additional Provisions**

### **For Retailers (MiMall/MiChina):**

* Sellers must comply with all South African e-commerce laws and provide accurate product descriptions, pricing, and images.
* Sellers are responsible for handling their own inventory, returns, and customer inquiries.

### **For Healthcare Providers (MiMedical):**

* Healthcare professionals must maintain valid HPCSA registration and professional indemnity insurance.
* Providers are solely responsible for the medical advice and services they render.

### **For Drivers and Businesses (HailoRide):**

* Drivers must provide valid licenses and adhere to regional transportation laws.
* Businesses offering HailoRide services must ensure compliance with all applicable local regulations.