

Our Terms and Conditions for Online Money Transfer Service

September 2023

These Terms and Conditions (the "Agreement") govern the use of the online money remittance services (the "Services") provided by Clydestone UK Ltd registered in the United Kingdom (Company registration number 08116062) with our registered office at Sobus Hub, 196 Freston Road. London. London W10 6TT, trading as cowrieSend ("Company," "We," "Us," or "Our") to its customers ("You" or "User"). By using our Services, you agree to comply with and be bound by this Agreement. Please read these terms carefully before using the Services. We are a payment institution registered and regulated by the Financial Conduct Authority (Registration number 925402) to provide money remittance.

1. Acceptance of Terms

1.1 By accessing and using the Services, you acknowledge that you have read, understood, and agree to be bound by this Agreement.

1.2 If you do not agree with any provision of this Agreement, you should not use the Services.

2. Services Overview

2.1 Our Services enable Users to initiate online money transfers to designated recipients ("Beneficiaries") in various countries.

2.2 Users are required to provide accurate and complete information for both sender and recipient to facilitate successful transfers.

3. User Responsibilities

3.1 You agree to provide accurate, current, and complete information during the registration process and for each money transfer transaction.

3.2 You are responsible for maintaining the confidentiality of your account credentials and for any activity that occurs under your account.

3.3 You agree not to use the Services for any illegal, fraudulent, or unauthorized purpose.

4. Money Transfer Process

4.1 You can initiate a money transfer by providing the required information, including the recipient's details and the transfer amount.

4.2 You are responsible for any fees associated with the transfer, which will be disclosed before you confirm the transaction.

5. Exchange Rates

5.1 Exchange rates are provided to you before confirming the transaction. The actual exchange rate applied may vary based on market conditions.

5.2 You acknowledge that exchange rates can fluctuate and may affect the final amount received by the Beneficiary.

6. Fees and Charges

6.1 Our fees and charges for using the Services are clearly communicated to you during the transaction process.

6.2 You agree to pay all applicable fees associated with the money transfer, including any additional charges levied by third-party financial institutions.

7. Cancellation and Refunds

7.1 You may be able to cancel a transaction before it is processed. Refund policies and applicable charges are outlined in our refund policy, which is available on our website.

8. Compliance with Laws

8.1 You agree to use the Services in compliance with all applicable laws, regulations, and sanctions.

8.2 We may, at our discretion, refuse to process transactions that we believe may violate any laws or regulations.

9. Privacy and Security

9.1 We collect, use, and protect your personal information as outlined in our Privacy Policy, available on our website.

9.2 You are responsible for maintaining the security of your account information and for promptly reporting any unauthorized access.

10. Limitation of Liability

10.1 We are not liable for any indirect, incidental, special, consequential, or punitive damages arising out of or in connection with the use of the Services.

11. Termination

11.1 We reserve the right to suspend, restrict, or terminate your access to the Services at our sole discretion.

12. Changes to the Agreement

12.1 We may update or modify this Agreement from time to time. The updated Agreement will be posted on our website, and your continued use of the Services constitutes your acceptance of the updated terms.

13. Governing Law

13.1 This Agreement is governed by and construed in accordance with the laws of the United Kingdom, without regard to its conflict of law principles.

14. Contact Information

14.1 For inquiries or assistance regarding the Services, you can contact our customer support at service@cowriesend.com.

By using our Services, you acknowledge that you have read, understood, and agreed to abide by these Terms and Conditions. If you do not agree with any part of these terms, please refrain from using our Services.

Clydestone UK Ltd a Limited Liability company trading as cowrieSend Sobus Hub, 196 Freston Road, London W10 6TT, United Kingdom Website: www.cowriesend.com