# THRIVEHAVEN

## TERMS AND CONDITIONS

*Effective Date: 19 October 2026*

**Nourish • Empower • Thrive.**

Welcome to ThriveHaven. These Terms and Conditions govern your use of our website, online store, products, and related services. By accessing our website or placing an order, you agree to these terms.

Our guiding promise is simple: Nourish • Empower • Thrive.

### 1. About ThriveHaven

ThriveHaven is a Ghana-based wellness and consumer-products brand offering nuts, seeds, grains, dried fruits, wellness essentials, family nutrition products, and related lifestyle solutions.

We aim to make healthy living simpler, more accessible, and more enjoyable for individuals and families.

### 2. Products and Product Information

We make reasonable efforts to ensure that product descriptions, prices, weights, images, ingredients, and other information displayed on our website are accurate.

- Product images are for illustrative purposes and may vary slightly from the actual product.
- Product availability may change without prior notice.
- Natural products may vary in colour, texture, size, and appearance.
- Customers should review product descriptions, ingredient information, and packaging labels before use.
- Where applicable, product sizes and prices will be stated clearly before an order is confirmed.

If a product is unavailable after an order has been placed, we will inform the customer and discuss an appropriate solution.

### 3. Orders and Order Confirmation

Orders may be placed through our website or other official ThriveHaven sales channels.

- All orders are subject to product availability and confirmation.
- Customers are responsible for providing accurate contact details, delivery addresses, and order information.
- An order is considered confirmed when ThriveHaven acknowledges and accepts it.
- We reserve the right to decline or cancel an order where necessary, including in cases of suspected fraud, pricing errors, or stock unavailability.
- Where payment has already been received for an order that cannot be fulfilled, an appropriate refund or alternative arrangement will be discussed with the customer.

Please review your order carefully before confirming it.

### 4. Prices and Payments

All prices will be displayed in Ghana cedis (GHS), unless otherwise stated.

We may update product prices from time to time. The price applicable to your order will be communicated or displayed at the time of purchase confirmation.

Our payment arrangements are as follows:

- Accra deliveries using a ThriveHaven rider: Payment may be made on delivery before the rider leaves the delivery location.
- Deliveries using Yango or other third-party delivery services: Payment must be confirmed before dispatch.
- Deliveries outside Greater Accra: Payment must be completed before the order is dispatched.

- Other payment arrangements: Any alternative arrangement must be agreed upon with ThriveHaven before dispatch.

Delivery charges and any applicable service fees will be communicated before the order is finalised.

Customers making electronic payments should use the payment details provided through ThriveHaven's official channels and retain proof of payment.

## 5. Delivery and Collection

ThriveHaven aims to deliver orders on the same day after order confirmation, subject to availability, location, and delivery arrangements.

- Delivery timelines are estimates and may be affected by traffic, weather, courier availability, public holidays, or other circumstances beyond our control.
- Urgent orders may be considered on a case-by-case basis.
- Delivery fees depend on the delivery location and method selected.
- Customers should provide accurate delivery details and remain reachable during the agreed delivery period.
- Additional delivery charges may apply if a delivery fails because of incorrect information, customer unavailability, or a requested change of address.

Pickup is available at our store at Madina Estate. Search for "ThriveHaven Healthy Food Store" on Google Maps and confirm pickup arrangements with us before visiting.

Customers should contact ThriveHaven promptly if an order is delayed, incomplete, or delivered to the wrong location.

## 6. Returns, Exchanges, and Refunds

Customer satisfaction matters to us. If you receive an incorrect, damaged, defective, or materially different product from what you ordered, please contact ThriveHaven as soon as reasonably possible.

To help us investigate, customers may be asked to provide:

- Their order details or proof of purchase.
- Photographs of the product and packaging, where relevant.
- A brief explanation of the issue.

Because many of our products are food items, opened food products generally cannot be returned for resale due to hygiene and food-safety considerations.

However, this does not remove any rights a customer may have under applicable law. Where a product is faulty, unsafe, incorrect, or otherwise eligible for a remedy, ThriveHaven will assess the circumstances and discuss an appropriate resolution, which may include replacement, exchange, or refund.

Change-of-mind returns for correctly supplied food products are subject to applicable law and any return conditions communicated at the time of purchase.

Approved refunds will be processed using an agreed payment method within a reasonable period, subject to any necessary verification.

## 7. Food Safety, Allergies, and Product Handling

Customers are responsible for checking product labels and ingredient information before consuming or using any product.

- Some products contain or may come into contact with common allergens, including nuts, seeds, and other food ingredients.
- Customers with food allergies, sensitivities, or dietary restrictions should review the relevant product information and contact us if clarification is needed.
- Products should be stored according to the instructions on their packaging or provided by ThriveHaven.
- Customers should not consume products that appear spoiled, contaminated, damaged, or otherwise unsafe.
- Any food-safety concern should be reported to ThriveHaven promptly.

We take reasonable care in handling and packaging our products but cannot guarantee that a product is suitable for every individual.

## 8. Health and Wellness Disclaimer

ThriveHaven provides wellness products, food products, and general educational information intended to support informed lifestyle choices.

Our products and educational content are not intended to diagnose, treat, cure, or prevent any disease unless expressly authorised by applicable law and supported by appropriate product authorisation.

Information shared through our website, social media, product descriptions, or customer communications is for general informational purposes and is not a substitute for personalised medical or nutritional advice.

Customers with existing medical conditions, food allergies, special dietary requirements, or concerns about interactions with medication should consult a qualified healthcare professional before making significant dietary changes or using relevant wellness products.

Individual experiences and results may vary. We do not guarantee specific health outcomes.

## 9. Customer Responsibilities

By using our website or placing an order, you agree to:

- Provide truthful and accurate information.
- Use our website and services lawfully.
- Avoid fraudulent purchases, false payment claims, or misuse of our services.
- Respect ThriveHaven's intellectual property and branding.
- Communicate respectfully with our team and delivery partners.

ThriveHaven reserves the right to investigate suspected misuse and take reasonable action where necessary.

## 10. Website Content and Intellectual Property

Unless otherwise stated, ThriveHaven owns or is authorised to use the content published on its website and official platforms, including its brand name, logo, product descriptions, photographs, graphics, marketing materials, and original educational content.

You may not reproduce, distribute, modify, or commercially exploit this content without prior written permission, except where permitted by law.

## 11. Privacy and Personal Information

ThriveHaven may collect information such as customer names, telephone numbers, delivery addresses, order details, and payment confirmation records when necessary to process orders and provide customer support.

We use personal information for legitimate business purposes, including:

- Processing and fulfilling orders.
- Arranging deliveries and collections.
- Confirming payments and resolving disputes.
- Responding to customer enquiries.
- Meeting applicable legal and regulatory obligations.

We take reasonable steps to protect customer information and limit access to authorised persons and service providers who need it to fulfil relevant business functions.

Personal information will be handled in accordance with applicable Ghanaian data-protection requirements, including the Data Protection Act, 2012 (Act 843), where applicable.

Customers may contact ThriveHaven to enquire about their personal information or raise a privacy concern.

## 12. Third-Party Services

Our services may involve third parties, including payment providers, delivery platforms, and website service providers.

Where third-party services are used, their own terms and privacy policies may also apply. ThriveHaven is not responsible for independent services outside its reasonable control, but we will make reasonable efforts to assist customers in resolving order-related concerns.

## 13. Limitation of Liability

ThriveHaven will take reasonable care to provide accurate product information, handle orders appropriately, and deliver products in accordance with the agreed arrangements.

To the extent permitted by applicable law, ThriveHaven is not responsible for losses arising from improper storage, misuse, consumption contrary to product instructions, inaccurate information supplied by a customer, or circumstances beyond our reasonable control.

Nothing in these terms excludes or limits liability where such exclusion or limitation is prohibited by law, including any applicable consumer rights.

## 14. Changes to These Terms

ThriveHaven may update these Terms and Conditions to reflect changes in our products, operations, services, or legal obligations.

Updated terms will be published on our website with a revised effective date. The terms applicable to an order will be determined in accordance with applicable law and the circumstances of that transaction.

## 15. Governing Law

These Terms and Conditions are governed by the laws of the Republic of Ghana.

Any dispute arising from the use of our services or the purchase of our products will be addressed in accordance with applicable Ghanaian law.

## 16. Contact Us

For questions about these Terms and Conditions, orders, payments, delivery, or product concerns, please contact ThriveHaven through the contact details published on our official website or sales channels.

Website: https://thrivehavengh.keepup.store

**THRIVEHAVEN**

*Nourish • Empower • Thrive. | Good Food. Brighter Days.*