

# Terms & Conditions

**Last updated:** 09 Feb 2026.

These Terms & Conditions govern the use of <https://findbase.findar.site/our-affiliates>, operated by Findbase. By making a purchase on this platform, you agree to the terms outlined below.

## 1. Services Offered

Findbase provides **digital business services**, including:

- Business domain name registration
- Business email setup (up to five personalised email addresses)
- Limited technical email support

All services are delivered digitally. No physical products are supplied.

## 2. Domain Registration

- Domain names are registered on behalf of the customer, subject to availability.
- Domain registration is valid for one (1) year from the date of registration and is subject to annual renewal, charged at no more than ~~£~~25,000 per year.
- Customers must provide their preferred domain name at the point of purchase.
- Where a customer already owns a domain, Findbase will configure business email on the existing domain, provided the customer grants the required technical access. The service fee remains unchanged.
- If a chosen domain is unavailable, Findbase will contact the customer to agree on an alternative.
- Once a domain is successfully registered, it cannot be cancelled or refunded.
- Domain registrations are limited to .com, .org, .net, .ng, .com.ng,

### 3. Email Services

- Business email accounts are created using the registered domain name.
- Email prefixes are set up based on customer-provided information.
- Customers are responsible for the lawful and appropriate use of their email accounts.
- We provide technical setup and configuration services using third-party platforms, including email service providers such as Zoho Mail.
- We do not charge for the email software itself, but for professional setup, configuration, and support services.

### 4. Service Delivery Timeline

- Domain registration and email setup will be completed **within 7 working days** from the date payment is confirmed.
- The delivery timeline begins once full payment and complete, accurate information have been received.
- Delays may occur due to:
  - Domain name unavailability
  - Incomplete or incorrect customer information
  - Third-party service provider issues
  - Delayed customer feedback
- Customers will be notified once setup has been completed.

Findbase is not responsible for delays caused by factors outside its reasonable control.

### 5. Technical Support

- Technical email support is provided for 6 months from the date of service completion.
- Support covers:
  - Email access issues, configuration assistance and basic troubleshooting. Support does not cover third-party software misuse or non-email-related technical issues.

## 6. Payments

- All payments must be made in full before service delivery begins.
- Payments are processed securely via Paystack.
- Braham does not store customer card or banking details.

## 7. Refund Policy

Due to the nature of digital services and domain registration:

- **No refunds** will be issued once a domain has been registered.
- If service delivery has not yet started, refund requests may be reviewed on a case-by-case basis.
- Technical issues will be addressed through support, not refunds.

## 8. Limitation of Liability

Findbase shall not be liable for:

- Losses resulting from incorrect information provided by the customer
- Downtime or failures caused by domain registrars or email service providers
- Business, financial, or reputational losses arising from the use of the services

## 9. Acceptable Use

Customers agree not to use Findbase's services for:

- Spam or unsolicited bulk emails
- Fraudulent or deceptive activities
- Any activity that violates applicable laws or regulations

Violation may result in service suspension without refund.

## 10. Changes to These Terms

Findbase reserves the right to update these Terms & Conditions at any time. Continued use of the platform constitutes acceptance of the updated terms.