

TERMS AND CONDITIONS

Le Bleu of Cayman Ltd. — Bottled Drinking Water

Effective Date: March 5, 2026

1. Introduction

Welcome to Le Bleu of Cayman Ltd. ("Company", "we", "us", or "our"). These Terms and Conditions ("Terms") govern your purchase and use of our bottled drinking water products through our website, mobile application, or any other ordering platform operated by us (collectively, the "Platform"). By placing an order through the Platform, you agree to be bound by these Terms in their entirety. If you do not agree with any part of these Terms, please do not place an order.

2. Definitions

"Customer", "you", or "your" refers to the individual or entity placing an order for products through the Platform.

"Products" refers to all bottled drinking water and related items offered for sale by the Company.

"Order" refers to any request submitted by the Customer to purchase Products through the Platform.

"Delivery Address" refers to the address provided by the Customer for delivery of the Products.

3. Eligibility

You must be at least 18 years of age or the age of majority in your jurisdiction to place an order. By placing an order, you represent and warrant that you have the legal capacity to enter into a binding agreement and that all information you provide is accurate and complete.

4. Orders and Acceptance

- a) All orders placed through the Platform constitute an offer to purchase Products and are subject to acceptance by the Company.
- b) The Company reserves the right to accept or reject any order at its sole discretion, including but not limited to cases of pricing errors, product unavailability, or suspected fraudulent activity.
- c) An order is deemed accepted only upon dispatch of an order confirmation to the email address provided by the Customer.
- d) Order quantities may be subject to minimum and maximum limits as displayed on the Platform at the time of ordering.

5. Pricing and Payment

- a) All prices displayed on the Platform are in the local currency and are inclusive of applicable taxes unless otherwise stated.
- b) The Company reserves the right to modify prices at any time without prior notice. The price applicable to your order will be the price displayed at the time the order is placed.
- c) Payment must be made in full at the time of placing the order using one of the accepted payment methods displayed on the Platform.

- d) The Company is not responsible for any additional charges imposed by your bank or payment provider, including currency conversion fees or transaction charges.

6. Delivery

- a) The Company will make reasonable efforts to deliver Products within the estimated delivery timeframe indicated on the Platform. Delivery times are estimates only and are not guaranteed.
- b) Risk of loss and title to the Products pass to the Customer upon delivery to the specified Delivery Address.
- c) The Customer is responsible for ensuring that the Delivery Address is accurate and that someone is available to receive the delivery. The Company is not liable for failed deliveries resulting from incorrect address information or the Customer's unavailability.
- d) Delivery charges, if applicable, will be displayed at checkout before the order is confirmed.
- e) In the event of delivery delays caused by circumstances beyond the Company's reasonable control (including but not limited to adverse weather, natural disasters, supply disruptions, or government restrictions), the Company will notify the Customer as soon as reasonably practicable.

7. Product Quality and Storage

All Products comply with applicable food safety regulations and quality standards. Each product carries a best-before date printed on the packaging.

- a) Products should be stored in a cool, dry place away from direct sunlight and strong odours, as indicated on the product label.
- b) The Company is not responsible for any deterioration in product quality caused by improper storage or handling after delivery.
- c) If a product is received damaged, defective, or does not match the description on the Platform, the Customer must notify the Company within 48 hours of delivery.

8. Returns and Refunds

- a) The Customer may request a return or refund if the Products are received damaged, defective, or materially different from the order. Requests must be submitted within 48 hours of delivery by contacting our customer service team.
- b) Returned Products must be in their original, unopened packaging unless the product itself is defective.
- c) Approved refunds will be processed within 7–10 business days using the original payment method.
- d) The Company does not accept returns or issue refunds for Products that have been opened, partially consumed, or improperly stored by the Customer, except where required by applicable law.

9. Subscription Orders

Where the Platform offers subscription or recurring delivery services, the following additional terms apply:

- a) Subscription orders will be charged automatically at the frequency selected by the Customer at the time of enrolment.

- b) The Customer may modify, pause, or cancel a subscription at any time through the Platform, provided such changes are made at least 48 hours before the next scheduled delivery.
- c) The Company reserves the right to modify subscription pricing with at least 14 days' written notice to the Customer.

10. Intellectual Property

All content on the Platform, including but not limited to text, graphics, logos, trademarks, images, and software, is the property of the Company or its licensors and is protected by applicable intellectual property laws. You may not reproduce, distribute, or create derivative works from any content on the Platform without the Company's prior written consent.

11. Limitation of Liability

- a) To the fullest extent permitted by applicable law, the Company shall not be liable for any indirect, incidental, special, consequential, or punitive damages arising out of or related to your use of the Platform or purchase of Products.
- b) The Company's total liability for any claim arising under these Terms shall not exceed the total amount paid by the Customer for the specific order giving rise to the claim.
- c) Nothing in these Terms shall exclude or limit liability that cannot be excluded or limited under applicable law, including liability for death or personal injury caused by negligence or for fraud.

12. Privacy and Data Protection

The Company collects, uses, and protects your personal data in accordance with our Privacy Policy, which is available on the Platform. By placing an order, you consent to the collection and processing of your personal data as described in our Privacy Policy. The Company will not share your personal information with third parties except as necessary to fulfil your order or as required by law.

13. Force Majeure

The Company shall not be liable for any failure or delay in performing its obligations under these Terms if such failure or delay results from events beyond its reasonable control, including but not limited to natural disasters, pandemics, government actions, war, civil unrest, labour disputes, supply chain disruptions, or infrastructure failures.

14. Amendments

The Company reserves the right to update or modify these Terms at any time. Any changes will be effective immediately upon posting on the Platform. It is your responsibility to review these Terms periodically. Continued use of the Platform after any modifications constitutes your acceptance of the revised Terms.

15. Governing Law and Dispute Resolution

These Terms shall be governed by and construed in accordance with the laws of the Cayman Islands. Any disputes arising out of or in connection with these Terms shall be resolved through good-faith negotiation. If a resolution cannot be reached, the dispute shall be submitted to the exclusive jurisdiction of the courts of the Cayman Islands.

16. Contact Information

If you have any questions, concerns, or complaints regarding these Terms or your order, please contact us at:

Le Bleu of Cayman Ltd. 64 Kingbird Dr, Unit 2 Building A, Kingbird Commercial Park Grand Cayman, Cayman Islands

Email: customerservice@lebleu.ky Phone: +1 (345) 945-2538

By placing an order on the Platform, you acknowledge that you have read, understood, and agree to be bound by these Terms and Conditions.