



Terms and Conditions of Sale and Use

Effective date: 19 June 2026

Website: www.shop.medusa-sdp.com / www.medusa-sdp.com

These Terms and Conditions of Sale and Use (“Terms”) govern access to and use of the website www.shop.medusa-sdp.com / www.medusa-sdp.com and the purchase of products offered through the website by **CS Interpharm General Trading Co. L.L.C**, trading as **MEDUSA**, with registered office at **Bay Square, B2, Office 809, Business Bay, Dubai, United Arab Emirates**, trade licence number **691756**, VAT registration number **100292175500003**, email info@csinterpharm.ae, telephone **+971 4 559 6268** (“Seller”, “MEDUSA”, “we”, “us”, or “our”).

By accessing the website, creating an account, placing an order, or purchasing products through the website, you confirm that you have read, understood, and accepted these Terms.

These Terms apply together with our Privacy Policy, Cookie Policy, Returns and Refunds Policy, Shipping and Delivery Policy, and any product-specific instructions, warnings, labels, or warranty terms displayed on the website or supplied with the products.

1. Scope of Application

1.1 These Terms apply to all orders placed by consumers through our website, mobile site, or any other digital sales channel operated by us in the United Arab Emirates.

1.2 These Terms apply to sales to end customers for personal use. We may refuse or cancel orders that appear to be placed for resale, export, commercial distribution, or any unauthorised business purpose without our prior written approval.

1.3 Nothing in these Terms limits or excludes any mandatory rights granted to consumers under applicable laws of the United Arab Emirates. If any provision of these Terms conflicts with mandatory UAE law, the mandatory law shall prevail to the extent of the conflict.

1.4 We may restrict access, refuse orders, or limit delivery where required for legal, regulatory, licensing, logistics, sanctions, product safety, or compliance reasons.

CS INTERPHARM GENERAL TRADING CO. L.L.C.

www.csinterpharm.ae

Bay Square, B2, Office No. 809, Business Bay, P.O. Box 9354, Dubai, UAE.

Tel. No. +971 4 559 6268 | Fax No. +971 4 513 6018

سي اس انترفارم للتجارة العامة ذ.م.م

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هاتف: 045596268 | فاكس: 045136018



2. Seller Information

2.1 The seller and contractual counterparty is:

CS Interpharm General Trading Co. L.L.C

Trading as: **MEDUSA**

Trade Licence No.: **691756**

TRN: **100292175500003**

Registered office: **Bay Square, B2, Office 809, Business Bay, Dubai, United Arab Emirates**

Email: info@csinterpharm.ae

Telephone: **+971 4 559 6268**

2.2 The seller information shown on the website, checkout page, order confirmation, invoice, and customer communications should match the legal entity details above.

2.3 We operate the website and sell products through modern technology-based trade channels in accordance with applicable UAE laws and licensing requirements.

3. Eligibility to Order

3.1 You may place orders only if you are legally capable of entering into binding contracts under applicable law.

3.2 If you are under 18 years of age, you may use the website or place an order only with the involvement and supervision of your parent or legal guardian.

3.3 By placing an order, you confirm that all information you provide is accurate, complete, and up to date.

3.4 We reserve the right to refuse, suspend, or cancel an order where identity, payment, age, delivery, sanctions, compliance, misuse, fraud, product safety, or regulatory concerns arise.

4. Products and Product Information

4.1 The products offered on the website are those displayed at the time of the order, subject to availability.

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4.2 We make reasonable efforts to ensure that product descriptions, images, sizes, pack formats, instructions, warnings, storage requirements, pricing, and availability information are accurate and up to date.

4.3 Product images are for illustrative purposes only. Minor variations in packaging, labelling, language format, shade, bundle composition, or design may occur without affecting the product's essential characteristics.

4.4 You are responsible for reviewing the product description, usage instructions, storage conditions, safety warnings, suitability information, expiry information where applicable, and any other product-specific information before purchase and use.

4.5 Our products must be used strictly for safe purposes and in accordance with the product label, directions for use, instructions, warnings, and applicable health, hygiene, safety, and regulatory requirements.

4.6 Products must not be misused, diluted, mixed, repackaged, relabelled, resold, exported, or applied contrary to their instructions, unless we have expressly authorised this in writing and all applicable legal requirements are met.

4.7 Product performance claims, including disinfectant, hygiene, safety, or efficacy claims, must be read together with the product label, directions for use, limitations, storage guidance, and warnings.

4.8 We do not guarantee that any product is suitable for a particular purpose unless that purpose is expressly confirmed by us in writing or stated on the product page or product label.

5. Account Registration

5.1 You may be required to create an account to access certain services or place orders.

5.2 You are responsible for ensuring that all account information is accurate, complete, and kept up to date.

5.3 You are responsible for maintaining the confidentiality of your login credentials and for all activity carried out through your account, except to the extent caused by our fault.

5.4 You must notify us promptly if you suspect unauthorised access to your account.

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5.5 We may suspend or terminate accounts in cases of fraud, abuse, unlawful activity, repeated failed payments, chargeback abuse, security risk, misuse of promotions, or breach of these Terms.

6. Order Process and Contract Formation

6.1 Product listings on the website constitute an invitation to treat and not a binding offer by us.

6.2 By clicking the final order button marked “Place Order”, “Pay Now”, “Buy Now”, or wording of similar effect, you submit a binding offer to purchase the selected products subject to these Terms.

6.3 Before submitting your order, you will have the opportunity to review and correct input errors, including delivery details, billing data, products selected, quantities, prices, delivery fees, payment fees, and total order value.

6.4 We will acknowledge receipt of your order by email or on-screen confirmation. This acknowledgement does not by itself constitute acceptance of your order.

6.5 A binding sales contract is formed only when we expressly accept your order by shipping the products, issuing a dispatch confirmation, issuing an invoice, or otherwise expressly confirming acceptance.

6.6 We may refuse or cancel an order, in whole or in part, for legitimate reasons including product unavailability, pricing or technical errors, compliance concerns, delivery restrictions, suspected fraud, misuse of promotions, payment failure, inability to verify identity, or regulatory restrictions.

6.7 If we cancel an order after payment has been taken, we will refund the amount actually charged for the cancelled items through the original payment method unless another lawful method is agreed.

7. E-Commerce Disclosures and Checkout Information

7.1 Before you complete an order, the website will display or make available the material transaction information required for your purchase, including product details, price, VAT treatment, delivery fees, payment fees where applicable, total payable amount, delivery information, and any applicable return restrictions.

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7.2 You are responsible for reviewing the checkout summary before confirming your order.

7.3 Delivery fees, cash-on-delivery fees, payment processing charges, handling fees, or any other applicable charges will be disclosed before you complete the order.

7.4 We aim to ensure that the information displayed on the product page, checkout page, order confirmation, invoice, and customer communications is consistent. In the event of an obvious pricing, stock, technical, or display error, we may reject or cancel the affected order and refund any amount paid.

7.5 Any delivery period shown on the website is an estimate unless expressly stated to be binding.

8. Prices, VAT, and Payment

8.1 All prices displayed to consumers on the website shall be in United Arab Emirates Dirhams (AED), unless otherwise stated.

8.2 VAT is charged at the applicable UAE rate in force at the time of supply.

8.3 Delivery fees, handling fees, cash-on-delivery fees, payment fees, or other applicable charges will be shown clearly before you complete the order.

8.4 Payment may be made using the payment methods displayed at checkout, which may include card payments processed through Mashreq, digital wallet payments, bank transfer, or cash on delivery where offered.

8.5 We reserve the right to perform fraud screening, payment authorisation, identity verification, order verification, and compliance checks before accepting or dispatching an order.

8.6 If payment is declined, reversed, charged back, or not received in full, we may suspend processing, cancel the order, recover outstanding amounts, or take other lawful action.

8.7 Promotion codes, vouchers, discounts, bundles, and offers apply only in accordance with their stated terms. Misuse of promotion codes may result in cancellation of the order or account suspension.

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8.8 We will not knowingly display fake or misleading discounts. Any strike-through prices, “sale” references, limited-time offers, bundles, or comparative pricing must be based on accurate and substantiated information.

9. Invoices and Order Documentation

9.1 We will provide you with an order confirmation and, where applicable, an electronic invoice or receipt.

9.2 Invoices will include the legally required transaction details, which may include seller identity, TRN, product description, quantity, price, VAT, delivery fees, discounts, total amount, payment information, and transaction date.

9.3 You agree to receive invoices, receipts, order confirmations, shipping updates, payment notices, return communications, and other order-related communications electronically.

9.4 You are responsible for checking your order confirmation and invoice and notifying us promptly of any error.

10. Delivery and Shipping

10.1 We deliver to the locations specified on the website. Delivery availability may vary by emirate, area, free zone, building access conditions, product restrictions, logistics capacity, and courier coverage.

10.2 Delivery periods shown on the website are estimates unless expressly agreed as binding.

10.3 Delivery shall be completed when the products are made available to you, delivered to the delivery address provided by you, or delivered to a person identified or authorised by you at that address.

10.4 You are responsible for providing accurate delivery details, ensuring lawful receipt of the goods, and being available to accept delivery where required.

10.5 If delivery cannot be completed because of incorrect address information, repeated failed delivery attempts, refusal to accept the parcel, failure to respond, inability to access the premises, or other reasons not caused by us, we may:

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- (a) reattempt delivery and charge an additional delivery fee where disclosed;
- (b) cancel the order;
- (c) treat the parcel as undeliverable; or
- (d) process the order under our undelivered shipment procedure.

10.6 Risk in the goods passes to you upon delivery, except where mandatory law provides otherwise.

10.7 You should inspect the products promptly upon delivery and notify us as soon as reasonably possible if products are damaged, defective, incorrect, missing, expired, or unsafe.

11. Retention of Title

11.1 Products remain our property until full payment of all amounts due in relation to the order has been received in cleared funds.

11.2 Until ownership passes, you must not resell, pledge, assign, export, commercially distribute, or otherwise encumber the products.

12. Returns, Cancellations, Opened Products, and Consumer Rights

12.1 Nothing in these Terms excludes or limits any mandatory rights you may have under applicable UAE law in relation to defective, unsafe, damaged, misdescribed, expired, recalled, wrongly supplied, or otherwise non-conforming products.

12.2 Because the products sold on this website may include disinfectants, wipes, hygiene products, consumables, and safety-sensitive goods, we do not accept returns, exchanges, or refunds for products that have been opened, unsealed, partly used, consumed, tampered with, damaged after delivery, or not kept in their original resaleable condition, except where the product is defective, damaged on delivery, unsafe, recalled, incorrectly supplied, expired, or where a return, refund, repair, replacement, or other remedy is required by applicable law.

12.3 Subject to clause 12.2, we may accept returns of non-defective goods only if this is expressly stated on the website or approved by us in writing. Unless otherwise stated, any voluntary return of non-defective goods must meet all of the following conditions:

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- (a) the product is unopened, unused, sealed, and in original resaleable condition;
- (b) the return request is submitted within 7 days of delivery;
- (c) the customer contacts us at sales@medusa-sdp.com with the order number and reason for return;
- (d) return approval is obtained before shipment;
- (e) the product is returned in accordance with our instructions; and
- (f) the product passes inspection after receipt.

12.4 Return shipping costs for non-defective goods shall be borne by the customer unless the return is due to our error or applicable law requires otherwise.

12.5 Original delivery charges are non-refundable for voluntary returns of non-defective goods unless required by law or unless the return is due to our error.

12.6 If a product is defective, damaged, expired, unsafe, recalled, incorrect, or not as ordered, you must notify us within a reasonable period after discovery and provide order details, photographs, batch details where applicable, and a description of the issue.

12.7 We may request reasonable evidence and, where necessary, return of the goods for inspection.

12.8 Where a defect, damage, expiry, safety issue, recall, wrong supply, or non-conformity is confirmed, we will provide the remedy required by applicable law and the circumstances, which may include replacement, repair where relevant, refund, price reduction, collection, or another lawful remedy.

12.9 We may refuse a return request for non-defective goods where:

- (a) the item has been opened, used, or unsealed;
- (b) the hygiene seal or protective packaging has been broken;
- (c) the item is not in resaleable condition;
- (d) the return request falls outside the stated voluntary return window;

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(e) the product has been stored, transported, handled, diluted, mixed, or used improperly after delivery;

(f) the product was purchased as part of a final-sale, clearance, promotional, or bundle arrangement where returns were lawfully restricted and disclosed; or

(g) the return is otherwise not required by law.

12.10 Refunds, where approved, shall be made using the original payment method unless another lawful method is agreed. Refund timing may depend on the payment provider, bank, or card issuer.

12.11 We may deduct amounts lawfully permitted and clearly disclosed, including delivery or collection fees for voluntary returns, where applicable.

13. Product Safety, Storage, and Responsible Use

13.1 You must use all products strictly in accordance with the instructions, safety warnings, intended use, product label, and applicable regulations.

13.2 You must keep products out of reach of children unless the packaging or instructions expressly state otherwise.

13.3 You must store products in accordance with the label instructions, including temperature, sunlight, ventilation, handling, closure, and expiry requirements where applicable.

13.4 You must not dilute, mix, transfer, repackage, relabel, or combine products with other substances unless the product instructions expressly permit this.

13.5 We shall not be responsible for damage, loss, reduced effectiveness, contamination, injury, or safety incidents caused by misuse, improper storage, unauthorised dilution, unauthorised mixing, failure to follow instructions, use after expiry, or use for an unintended purpose.

13.6 If you experience or become aware of a product safety issue, you must stop using the product and contact us promptly.



14. Availability and Stock

14.1 All orders are subject to product availability.

14.2 Where a product becomes unavailable after an order has been placed, we may contact you to offer a substitute, partial fulfilment, delayed dispatch, or refund.

14.3 No substitute will be supplied without your consent where the substitute's essential characteristics or price differ materially from the product ordered.

14.4 We may limit quantities per customer, household, order, promotion, or delivery address where reasonably necessary for stock control, fraud prevention, compliance, or fair availability.

15. Promotions, Bundles, and Free Gifts

15.1 Promotional campaigns, bundles, family packs, value packs, single packs, samples, or free gifts are available only while stocks last and subject to the terms stated on the website.

15.2 We reserve the right to amend, suspend, or discontinue promotions for future orders at any time, provided such change does not affect orders already accepted.

15.3 Where an order benefiting from a promotion is lawfully cancelled, returned, or refunded in part, we may recalculate the order value and refund amount to reflect the promotion conditions originally applied.

15.4 Free gifts, samples, or promotional items may need to be returned if the qualifying order is cancelled or refunded, unless we agree otherwise.

16. Intellectual Property

16.1 All content on the website, including text, photographs, product names, logos, graphics, layout, videos, documentation, software, and design elements, is owned by us or licensed to us and is protected by applicable intellectual property laws.

16.2 You may use the website only for personal and lawful shopping purposes.

16.3 No content may be copied, reproduced, distributed, republished, modified, scraped, mirrored, downloaded in bulk, reverse engineered, or commercially exploited without our prior written consent.

16.4 The MEDUSA name, branding, logos, product names, and related marks may not be used without our prior written consent.

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17. Privacy and Personal Data

17.1 We process personal data in accordance with applicable data protection laws and our Privacy Policy.

17.2 By placing an order, creating an account, contacting us, or using the website, you acknowledge that we may process personal data for purposes including account administration, order fulfilment, delivery, payment processing, fraud prevention, legal compliance, customer support, returns, complaints, product safety, recordkeeping, and, where lawful, marketing preferences management.

17.3 Our Privacy Policy provides further details about the categories of personal data we process, the purposes of processing, legal basis where applicable, retention periods, recipients, service providers, cross-border transfers, cookies, marketing choices, your privacy rights, and how to contact us.

17.4 We may use third-party service providers such as payment processors, delivery providers, IT hosting providers, analytics providers, customer support tools, and marketing platforms where necessary for our business operations and in accordance with applicable law.

17.5 You should not submit unnecessary sensitive personal data through the website or customer support channels.

18. Cookies and Online Tracking

18.1 The website may use cookies, pixels, tags, analytics tools, and similar technologies for purposes such as website functionality, security, performance, analytics, personalisation, advertising, and marketing measurement.

18.2 Further details are provided in our Cookie Policy and cookie banner, where applicable.

18.3 You may be able to manage cookie preferences through the cookie banner, browser settings, or other tools made available on the website.



19. Website Use and Security

19.1 You agree not to:

- (a) use the website for unlawful, fraudulent, harmful, or misleading purposes;
- (b) interfere with the website's functionality, integrity, availability, or security;
- (c) upload malicious code, viruses, malware, or harmful content;
- (d) use bots, scraping tools, automated purchasing tools, or data extraction tools without permission;
- (e) impersonate another person or misrepresent your identity;
- (f) submit false, inaccurate, incomplete, or misleading information;
- (g) attempt to gain unauthorised access to accounts, systems, data, or networks;
- (h) misuse promotions, discounts, refunds, returns, chargebacks, or payment systems; or
- (i) use the website in a manner that may damage our reputation, operations, customers, suppliers, or systems.

19.2 We may suspend access, cancel orders, block accounts, limit transactions, or take other lawful action where misuse, security risk, fraud, or breach of these Terms is reasonably suspected.

19.3 We do not guarantee that the website will be uninterrupted, error-free, secure, or free from viruses or other harmful components, although we take reasonable measures to protect the website.

20. Warranty and Legal Guarantees

20.1 Where a manufacturer's or seller's warranty is offered, its terms will be stated separately on the website, invoice, product packaging, warranty documentation, or product page.

20.2 Any commercial warranty is in addition to, and not in substitution for, your mandatory rights under UAE law.

20.3 Warranty exclusions apply only to the extent lawful and shall not apply to defects caused by our acts or omissions, manufacturing issues, non-conformity, or any matter that cannot lawfully be excluded.

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20.4 Warranty or defect remedies may be refused where the issue results from misuse, incorrect storage, unauthorised dilution, unauthorised mixing, improper handling, failure to follow instructions, unauthorised repair or modification, use after expiry, or use for an unintended purpose.

21. Limitation of Liability

21.1 Nothing in these Terms excludes or limits liability where exclusion is prohibited by law, including liability arising from fraud, wilful misconduct, death or personal injury caused by negligence where non-excludable, defective or unsafe products where non-excludable, or breach of mandatory consumer protections.

21.2 Subject to clause 21.1, we shall be liable only for losses that are a direct and foreseeable result of our breach of these Terms or our failure to exercise reasonable care and skill.

21.3 To the fullest extent permitted by law, we shall not be liable for:

- (a) indirect or consequential loss;
- (b) loss of profit, revenue, business, goodwill, opportunity, or data;
- (c) business losses suffered by customers purchasing contrary to clause 1.2;
- (d) loss arising from misuse, improper handling, improper storage, unauthorised dilution, unauthorised mixing, or use after delivery;
- (e) loss caused by inaccurate information provided by you;
- (f) delay or failure caused by events outside our reasonable control; or
- (g) website interruption, technical error, or third-party service failure where not caused by our breach of mandatory legal duties.

21.4 Any limitation of liability in these Terms shall be interpreted narrowly and, if necessary, reduced to the maximum extent permitted by applicable law so that it remains valid and enforceable.

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22. Force Majeure

22.1 We shall not be liable for delay or non-performance caused by events beyond our reasonable control, including acts of God, pandemic-related disruptions, transport failures, courier disruption, cyber incidents, payment network outages, customs restrictions, regulatory action, government action, strikes, fire, flood, war, civil disturbance, import restrictions, product shortages, or supply chain interruptions.

22.2 In such cases, we may suspend performance for the duration of the event or cancel the affected order and refund any amount paid for undelivered products.

23. Complaints and Customer Support

23.1 If you have a complaint or need customer support, please contact us first using the details below:

Email: sales@medusa-sdp.com

Telephone: **+971 4 559 6268**

Address: **Bay Square, B2, Office 809, Business Bay, Dubai, United Arab Emirates**

23.2 Please include your order number, contact details, product details, photographs where relevant, batch number where applicable, and a clear description of the issue.

23.3 We will review complaints in good faith and aim to respond within a reasonable time.

23.4 Consumers may also have the right to submit complaints to the competent consumer protection authorities in the UAE.

24. Product Recalls and Safety Notices

24.1 If a product is subject to a recall, safety notice, withdrawal, or corrective action, we may contact affected customers using the contact details provided at the time of purchase.

24.2 You agree to follow any recall, safety, return, disposal, or corrective instructions issued by us, the manufacturer, supplier, or competent authority.

24.3 We may publish safety notices on the website or contact customers directly where appropriate.

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25. Electronic Communications

25.1 By using the website or placing an order, you agree that we may communicate with you electronically regarding your account, orders, invoices, payment, delivery, returns, product safety, complaints, legal notices, policy updates, and customer support.

25.2 Electronic communications may be sent by email, SMS, WhatsApp, website notice, account notification, or other contact method provided by you, subject to applicable law and your marketing preferences where relevant.

25.3 You are responsible for ensuring that your contact details are accurate and up to date.

26. Sanctions, Export, and Compliance

26.1 We may refuse, cancel, suspend, or restrict any order where required for sanctions, export control, anti-money laundering, anti-fraud, product safety, regulatory, or compliance reasons.

26.2 Products purchased through the website are intended for lawful use in the UAE unless we expressly agree otherwise in writing.

26.3 You must not export, resell, distribute, or use products in violation of applicable laws, sanctions, product restrictions, or regulatory requirements.

27. Assignment

27.1 You may not assign, transfer, or subcontract your rights or obligations under these Terms without our prior written consent.

27.2 We may assign or transfer our rights and obligations under these Terms to an affiliate, successor, purchaser, or service provider where this does not materially prejudice your mandatory consumer rights.

28. Governing Law and Jurisdiction

28.1 These Terms and any dispute arising out of or in connection with them shall be governed by the laws of the United Arab Emirates and, where applicable, the laws in force in the Emirate of Dubai, excluding conflict-of-laws rules to the extent lawfully excludable.

28.2 The courts of Dubai shall have jurisdiction, without prejudice to any non-waivable rights, remedies, or jurisdiction conferred on consumers under mandatory law.

CS INTERPHARM GENERAL TRADING CO. L.L.C.

www.csinterpharm.ae

Bay Square, B2, Office No. 809, Business Bay, P.O. Box 9354, Dubai, UAE.

Tel. No. +971 4 559 6268 | Fax No. +971 4 513 6018

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الخليج العربي، مربع الاعمال، بناية رقم 2، مكتب رقم 809، صندوق بريد 9354، دبي، الامارات العربية المتحدة

هاتف: 045596268 | فاكس: 045136018



29. Severability

29.1 If any provision of these Terms is held invalid, illegal, or unenforceable, the remaining provisions shall remain in full force and effect.

29.2 Any invalid, illegal, or unenforceable provision shall be deemed modified to the minimum extent necessary to make it valid and enforceable while preserving its purpose as far as possible.

30. Changes to These Terms

30.1 We may update these Terms from time to time for legal, regulatory, operational, technical, security, or commercial reasons.

30.2 The version published on the website at the time of your order shall apply to that order.

30.3 If we make material changes, we may notify you by posting an updated version on the website or by other appropriate means.

31. Language

31.1 These Terms may be made available in English, Arabic, or other languages.

31.2 If an Arabic version is published and there is a discrepancy between the Arabic and English versions, the Arabic version shall prevail where required by applicable law. Otherwise, the English version shall prevail unless expressly stated otherwise.

32. Contact Details

For questions about these Terms, orders, delivery, returns, complaints, or product issues, please contact:

CS Interpharm General Trading Co. L.L.C

Trading as: **MEDUSA**

Address: **Bay Square, B2, Office 809, Business Bay, Dubai, United Arab Emirates**

Email: info@csinterpharm.ae

Customer support email: info@medusa-sdp.com

Telephone: **+971 4 559 6268**

Trade Licence No.: **691756**

TRN: **100292175500003**

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