

# TERMS AND CONDITIONS

## 1. Definitions and Key Terms

### 1.1. "Company"

Refers to Joycee Gifts Ltd, a legal entity incorporated under the laws of the United Kingdom, with Company Number 16749156, which owns and operates the Website and associated services under the Joycee Gifts brand.

### 1.2. "Digital Products"

Refers to virtual goods such as vouchers, promotional codes, and electronic gift cards available for purchase on the Website.

### 1.3. "Services"

The functionalities provided by the Company through the Website, including but not limited to product listings, payment processing, and account management.

### 1.4. "Supplier"

Refers to any third-party entity or provider from which the Company procures Digital Products for the purpose of resale and distribution through the Website.

### 1.5. "Terms"

This document, along with any additional policies explicitly referenced herein (e.g., [Cookie Policy](#), [Privacy Policy](#), [Refund Policy](#), [KYC Policy](#), [AML/CTF Policy](#)).

### 1.6. "User"

Any individual or legal entity that accesses, registers on, or interacts with the Website, including but not limited to browsing pages, making purchases, or engaging with other users.

### 1.7. "User Account"

A personal section accessible after successful login or registration, containing profile details, purchase history, settings, and other relevant information.

### 1.8. "Website"

This refers to the online platform <https://joycee.gifts>, along with all its subdomains, associated desktop and mobile applications (if applicable), and any additional features, forums, or sections managed by the Company.

## **2. Acceptance of Terms**

### **2.1. Website Usage**

By accessing or using the Website (including registration and making purchases), the User fully accepts and agrees to comply with these Terms.

### **2.2. Non-Acceptance**

If the User disagrees with any part of these Terms, they must immediately discontinue use of the Website.

### **2.3. Modifications**

The Company reserves the right to update these Terms at its discretion. The revised Terms take effect upon publication on the Website unless otherwise specified. Continued use of the Website after any updates constitutes acceptance of the modifications.

## **3. Eligibility and Legal Compliance**

### **3.1. Minimum Age Requirement**

Some Services (including purchasing Digital Products) are available only to legally competent individuals aged eighteen (18) or above (or the age of majority in the relevant jurisdiction).

### **3.2. Additional Legal Obligations**

Users must ensure compliance with any additional legal requirements imposed by their country of residence.

### **3.3. Company's Liability**

The Company is not responsible for the actions of Users who fail to meet the legal age or other applicable regulatory requirements.

### **3.4. Children's Data**

The Company does not knowingly collect or process any personal data from individuals under the age of sixteen (16). If the Company becomes aware that it has inadvertently received such data, the Company will take steps to delete it without delay.

## **4. Registration and Account Management**

### **4.1. Optional Registration**

While registration is not mandatory for browsing, it may be required to complete purchases and access certain features.

### **4.2. Accurate Information**

Users must provide valid and up-to-date personal details (email, name, other details) when registering. Any changes should be updated promptly in the User Account.

### **4.3. Account Security**

The User bears full responsibility for safeguarding the confidentiality of their login information (including username and password). Any activities carried out through the User Account will be regarded as their own actions. The Company shall not be held liable for any unauthorized access by third parties if such access results from the User's failure to protect their credentials, such as sharing their password or not implementing adequate security measures.

### **4.4. Account Suspension or Termination**

The Company reserves the right to restrict or delete accounts in cases of:

- Prolonged account inactivity (determined by Company policy),
- Fraudulent activities or intellectual property violations,
- Submission of inaccurate or misleading information,
- Breach of these Terms.

## **5. Digital Products and Transactions**

### **5.1. Available Products**

The Website offers a variety of Digital Products. Product details, including pricing and validity, are kept as accurate as possible.

### **5.2. Purchasing Process**

5.2.1. An account must be created before placing any order on the Website. The User must provide accurate and complete information (name and email). Any false or incomplete data will immediately void the order.

5.2.2. The Company retains the unrestricted right to refuse account creation, deny any order, or terminate any transaction at any stage without explanation or prior notice.

5.2.3. During the checkout process, the User must select an available payment method. The Company may reject any payment at its sole discretion.

5.2.4. By placing an order, the User expressly guarantees:

- they are 18 years old or older, or possess legal authorization from a parent or guardian;
- they have full legal capacity to enter into binding agreements and complete payment obligations.

5.2.5. The purchase contract between the Company and the User is formed only after successful completion of the payment and final confirmation of the order.

5.2.6. The Company may conduct verification checks at any time. If there is any doubt regarding the User's ability to fulfill payment obligations, the Company reserves the absolute right to cancel the order or terminate the contract without liability.

### 5.3. Payment

5.3.1. The User can make payments using various methods available on the Website (bank cards, e-wallets, etc.).

5.3.2. All financial transactions may be processed by third-party entities (payment service providers). Therefore, the User is required to review their terms and privacy policies.

5.3.3. The Company does not store or process full payment card details unless otherwise specified in separate agreements with certified service providers.

### 5.4. Digital Product Delivery

5.4.1. The Company aims to deliver the Digital Product (Code) immediately after confirming the User's payment. In any case, delivery shall occur within one (1) hour from the moment payment confirmation is received. Actual delivery times may vary depending on the selected payment method. For certain payment options, including but not limited to bank transfers, PayPal, Skrill, and credit cards, the processing of payment by financial institutions may take between one (1) and five (5) business days. Delivery will occur only after full payment confirmation.

5.4.2. Delivery of the Code will be made electronically, either through the User Account, via email, or another available delivery method selected during checkout.

5.4.3. If the Code is not delivered within the time period specified in Clause 5.4.1, or if the Company is unable to perform the Contract in full or in part, the Company will notify the User no later than two (2) calendar days after receipt of payment.

5.4.4. In the event of delayed or failed delivery as outlined in Clause 5.4.3, the User shall have the right to cancel the Contract without incurring any fees. The Company shall refund the amount paid by the User as soon as possible, but no later than within fourteen (14) calendar days from the date the Company receives notice of termination from the User.

## 5.5. Refunds

The terms and conditions for the return or exchange of digital Products are outlined in a separate [Refund Policy](#), which is accessible on the Website. The User is required to review this policy before completing a purchase. In case of any discrepancies between these Terms and the [Refund Policy](#), the provisions of the [Refund Policy](#) (particularly those related to return procedures and conditions) shall prevail.

## 5.6. Company's Role

5.6.1. The Services are provided to the User based on a Buy-Sell model. The Company sells and delivers the Digital Product (Code) directly to the User. The sales contract for the Digital Product is concluded between the User and the Company.

5.6.2. The Company procures Digital Products (Codes) from its suppliers immediately after receiving payment from the User. The Company does not store Codes in advance in its own systems. In some cases, based on internal commercial agreements, the Company may obtain Codes from suppliers in real-time with post-payment terms agreed individually with each supplier.

## 5.7. Pricing and Fees

5.7.1. The Company may apply a commission, which will be included in the final price displayed to the User before checkout.

5.7.2. All prices presented on the Website are inclusive of VAT (where applicable), surcharges, and any other applicable additional costs, unless otherwise stated.

## 5.8. Pricing Errors

The Company shall not be bound by any price displayed on the Website if the price is an obvious error or mistake. The Company reserves the right to cancel any transaction concluded based on such incorrect pricing without liability to the User.

# 6. Fraud Prevention and Compliance

## 6.1. Anti-Money Laundering (AML) Regulations

The Company complies with EU regulations and UK laws, including but not limited to the Proceeds of Crime Act 2002, the Terrorism Act 2000, and the Money Laundering

Regulations 2017, as well as AML/CTF laws of other applicable jurisdictions. In certain cases, particularly for refund transactions, the User may be required to complete KYC (Know Your Customer) and/or EDD (Enhanced Due Diligence) procedures if required by internal policies or legal obligations.

## 6.2. Suspicious Activities

The Company reserves the right to investigate and suspend transactions that appear fraudulent or violate AML guidelines. The Company has the right to request additional documents from the User.

## 6.3. Regulatory Cooperation

If necessary, the Company may share User data with law enforcement or regulatory authorities in compliance with legal obligations.

# 7. Intellectual Property Rights

## 7.1. Ownership of Content

All Website materials (text, graphics, trademarks, code, etc.) are owned by the Company or licensed partners. Unauthorized reproduction is prohibited.

## 7.2. Limited License

Users are granted a non-transferable, revocable license to access and use the Website's content for personal, non-commercial purposes.

## 7.3. User-Generated Content

Users posting content on the Website grant the Company a non-exclusive, worldwide license to use, modify, and distribute such content.

# 8. User Responsibilities

## 8.1. Prohibited Actions

Users must not:

- Engage in activities that disrupt Website functionality;
- Attempt unauthorized access to the Website's infrastructure;
- Spread malicious software, spam, or fraudulent content;
- Violate intellectual property rights.

## 8.2. Enforcement Measures

The Company reserves the right to restrict access, remove content, or suspend accounts to maintain platform security.

## **9. Privacy and Data Protection**

### **9.1. Privacy Policy**

The collection and processing of User data are governed by the Privacy Policy, available on the Website.

### **9.2. Compliance with Data Regulations**

The Company follows GDPR and other relevant data protection laws including Regulation (EU) 2016/679 (GDPR) and UK GDPR.

### **9.3. Data Security**

While the Company implements security measures, Users acknowledge that no online system is entirely immune to breaches.

## **10. Disclaimers and Liability Limitations**

### **10.1. No Guarantees**

The Website and its services are provided on an “as is” basis, without warranties of uninterrupted functionality.

### **10.2. Limitation of Liability**

The Company is not responsible for direct or indirect damages, including lost profits or data.

### **10.3. Third-Party Links**

The Website may contain links to external sites. The Company is not liable for the content or policies of such third parties.

## **11. Dispute Resolution**

### **11.1. Governing Law**

These Terms are governed by the laws of England and Wales, unless otherwise required by the User’s jurisdiction.

### **11.2. Dispute Handling**

Disputes should first be resolved through direct negotiation. If unresolved, they may be addressed in court under applicable jurisdiction.

## **12. Final Provisions**

### **12.1. Updates and Termination**

The Company may modify Website features or terminate User access if deemed necessary.

## **13. Force Majeure**

The Company shall not be held responsible for any inability to fulfill or delay in fulfilling its obligations due to force majeure circumstances. These include, but are not limited to, natural disasters such as fires and floods, armed conflicts, terrorist activities, labor strikes, disruptions in public telecommunication networks, governmental actions, or any other unforeseen events that are beyond the Company's reasonable control.

## **14. Severability**

If any provision of these Terms is deemed invalid or unenforceable, the remaining provisions shall remain in full force and effect. An invalidated provision may be substituted with one that closely aligns with the original intent and legal effect.

## **15. Language and Translations**

### **15.1. Official Version**

These Terms may be available in multiple languages. In the event of any inconsistency between translated versions, the version in the language designated by the Company as the official language for the relevant region shall take precedence.

### **15.2. User's Responsibility**

The User is responsible for understanding these Terms in the language in which they are provided. If needed, the User should obtain a translation or seek professional advice.

## **16. Contact Information**

- Company Name: Joycee Gifts Ltd
- Company Number: 16749156
- Company Address: 311 Shoreham St, Highfield, Sheffield S2 4FA, United Kingdom  
Website: <https://joycee.gifts>
- Email (General Inquiries): [support@joycee.gifts](mailto:support@joycee.gifts)
- Email (Compliance): [compliance@joycee.gifts](mailto:compliance@joycee.gifts)



## **17. Final Provisions**

### **17.1. Entire Agreement**

These Terms, together with other referenced policies (such as the [Cookie Policy](#), [Privacy Policy](#), [Refund Policy](#), [KYC Policy](#) and [AML/CTF Policy](#)), constitute the complete and exclusive agreement between the Company and the User regarding the matters set forth herein.

### **17.2. No Waiver**

The Company's decision not to enforce any provision of these Terms at any given time shall not be construed as a waiver of its rights to enforce such provisions in the future.

### **17.3. Effective Date**

These Terms become effective upon their publication on the Website and remain in force until they are replaced by an updated version.

### **17.4. User Acknowledgment**

By using the Website, the User confirms that they have read, understood, and agree to abide by these Terms.

These Terms are created in accordance with EU consumer protection laws, UK consumer legislation (including the Consumer Rights Act 2015), and international regulations governing the remote sale of digital goods. Applicable legal requirements may vary depending on the User's country of residence, and it is the User's responsibility to ensure compliance with local laws.

Last updated: 23.10.2025