

TERMS OF USE FYSM Market FZC LLC

Last Updated: 05 May 2026

1. INTRODUCTION

These Terms of Use (“Terms”) govern your access to and use of the website <https://shop.fysm.co> and any related pages, features, services, content, tools, checkout pages, customer support channels, and digital commerce services operated by **FYSM Market FZC LLC**.

FYSM Market FZC LLC is a company registered in accordance with the laws of the United Arab Emirates, registration number **4414135**, license number **4414135.01**, date of formation **30 July 2024**, with its registered office at **Business Centre, Sharjah Publishing City Free Zone, Sharjah, United Arab Emirates**.

In these Terms:

- “Company”, “we”, “us”, or “our” means FYSM Market FZC LLC.
- “Website” means <https://shop.fysm.co>.
- “Customer”, “you”, or “your” means any person accessing, browsing, registering, purchasing from, or otherwise using the Website.
- “Products” means any goods offered for sale through the Website.
- “Order” means a request submitted by you to purchase Products through the Website.

By accessing or using the Website, creating an account, placing an Order, ticking an acceptance box, or completing checkout, you confirm that you have read, understood, and agreed to these Terms.

If you do not agree to these Terms, you must not use the Website or place an Order.

2. LEGAL AND REGULATORY FRAMEWORK

These Terms are intended to comply with applicable laws and regulations of the United Arab Emirates, including, where applicable:

- UAE consumer protection laws and regulations;
- UAE e-commerce and modern technology-based trade regulations;
- UAE electronic transactions and digital commerce laws;
- UAE personal data protection laws;
- UAE intellectual property laws;
- any applicable rules issued by competent UAE authorities.

Nothing in these Terms is intended to exclude, restrict, or limit any mandatory consumer rights that cannot be excluded under UAE law.



If any part of these Terms conflicts with mandatory UAE consumer protection law, the mandatory legal protection will prevail.

3. MERCHANT INFORMATION

The Website is operated by:

Company name: FYSM Market FZC LLC

Trading name / brand: FYSMSTORE

Registered jurisdiction: United Arab Emirates

Registration number: 4414135

License number: 4414135.01

Registered address: Business Centre, Sharjah Publishing City Free Zone, Sharjah, UAE

Website: <https://shop.fysm.co>

Customer support email: fysmmarket@gmail.com

We may publish additional business information, license details, customer support channels, digital addresses, or complaint submission tools on the Website from time to time.

4. ELIGIBILITY TO USE THE WEBSITE

You may use the Website only if:

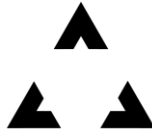
1. you are legally capable of entering into a binding agreement;
2. you are at least 18 years old, or you are using the Website under the supervision of a parent or legal guardian;
3. you provide accurate and complete information when required;
4. your use of the Website complies with applicable law.

If you access or use the Website on behalf of a company, organization, or other legal entity, you confirm that you have authority to bind that entity to these Terms.

5. ACCEPTANCE OF TERMS

You accept these Terms when you:

- browse or use the Website;
- create an account;
- submit personal information;
- add Products to cart;
- place an Order;
- complete checkout;
- tick a checkbox confirming acceptance;



- continue using the Website after updates are published.

Your access to and use of the Website constitutes your agreement to these Terms.

6. CHANGES TO THESE TERMS

We may amend these Terms from time to time.

Changes will become effective when published on the Website, unless a later effective date is stated. Where required by law or where changes are material, we may provide additional notice through the Website, email, account notification, or other reasonable means. Your continued use of the Website after updated Terms are published means that you accept the updated Terms. If you do not agree to updated Terms, you must stop using the Website.

7. WEBSITE AVAILABILITY

We aim to keep the Website available and functioning properly. However, we do not guarantee that the Website will always be uninterrupted, secure, error-free, or available at all times.

The Website may be unavailable due to:

- maintenance;
- technical issues;
- cyber incidents;
- hosting provider issues;
- payment provider issues;
- courier or logistics integrations;
- force majeure events;
- legal or regulatory requirements.

We may suspend, restrict, modify, or discontinue any part of the Website at any time where reasonably necessary.

8. ACCOUNT REGISTRATION

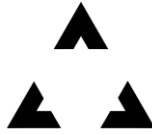
Some features of the Website may require account registration.

When creating an account, you agree to:

1. provide accurate, current, and complete information;
2. keep your information updated;
3. keep your login credentials confidential;
4. not share your account with unauthorized persons;
5. notify us immediately if you suspect unauthorized access.

You are responsible for all activity that occurs under your account, unless caused by our own fault or negligence.

We may suspend or terminate your account if we reasonably believe that:



- your account information is false or misleading;
- your account has been compromised;
- your account is being used unlawfully;
- you have breached these Terms;
- suspension is required by law or by a competent authority.

9. CUSTOMER INFORMATION AND COMMUNICATION PREFERENCES

You agree to provide accurate information when placing an Order, including:

- name;
- email address;
- phone number;
- delivery address;
- payment information;
- any other information reasonably required to process the Order.

You are responsible for ensuring that delivery and contact details are correct.

We may contact you regarding:

- Order confirmation;
- payment confirmation;
- delivery updates;
- returns and refunds;
- customer support;
- complaints;
- legal notices;
- important service updates.

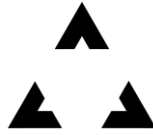
Where required, we may allow you to select or update your communication preferences, including marketing preferences.

Transactional communications relating to your Orders may still be sent even if you opt out of marketing messages.

10. PRODUCT INFORMATION

We aim to provide accurate Product information, including:

- Product descriptions;
- images;
- specifications;
- sizes;
- colors;
- price;
- availability;
- return eligibility;
- warranty information, where applicable.



However, minor differences may occur due to screen settings, photography, packaging updates, supplier updates, or technical limitations.

Product images are for illustrative purposes unless expressly stated otherwise.

You should review all Product information carefully before placing an Order.

If a Product is materially different from its description, defective, damaged, counterfeit, unsafe, or not fit for its stated purpose, you may have rights under UAE consumer protection law.

11. PRODUCT AVAILABILITY

All Products are subject to availability.

We may limit quantities, discontinue Products, or refuse Orders if Products are unavailable.

If a Product becomes unavailable after you place an Order, we may:

- cancel the affected item;
- offer an alternative Product;
- issue a refund;
- contact you for further instructions.

If payment has already been taken for an unavailable Product, we will refund the relevant amount.

12. PRICING

Prices may include VAT where applicable, unless expressly stated otherwise.

The Website will display, where applicable:

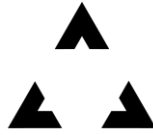
- Product price;
- VAT or tax information;
- delivery charges;
- any additional fees;
- total Order amount before payment.

We reserve the right to update prices at any time before an Order is confirmed.

If a pricing error occurs, we may cancel the Order or contact you for instructions.

We will not be required to supply Products at an incorrect price where the error is obvious or reasonably identifiable.

If we cancel an Order due to a pricing error after payment, we will refund the amount paid.



13. PROMOTIONS, DISCOUNTS AND COUPONS

We may offer promotions, discount codes, vouchers, campaign prices, bundles, or special offers.

Promotions may be subject to additional terms, including:

- validity period;
- minimum spend;
- Product exclusions;
- usage limits;
- customer eligibility;
- non-combinability with other offers;
- stock availability.

We may cancel or refuse a promotion if:

- it is used fraudulently;
- it is used in breach of promotional terms;
- it was issued in error;
- technical misuse is detected.

Promotional discounts have no cash value unless expressly stated otherwise.

14. ORDER PROCESS

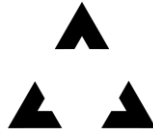
The usual Order process may include the following stages:

1. selecting Products;
2. adding Products to cart;
3. reviewing cart details;
4. entering customer and delivery information;
5. selecting delivery method;
6. selecting payment method;
7. reviewing total price;
8. confirming the Order;
9. receiving Order confirmation;
10. receiving delivery updates;
11. receiving the Product;
12. accessing support, returns, refunds, or complaint channels where needed.

An Order submitted through the Website is an offer by you to purchase Products.

The Order is accepted only when we confirm acceptance, process payment, or dispatch the Product, depending on the checkout flow.

We reserve the right to refuse or cancel Orders in accordance with these Terms.



15. ORDER CONFIRMATION

After placing an Order, you may receive an Order confirmation by email, SMS, account notification, or other available communication method.

Order confirmation may include:

- Order number;
- Product details;
- quantity;
- price;
- delivery fee;
- payment confirmation;
- delivery address;
- estimated delivery time;
- customer support information.

You should check the confirmation carefully and contact us immediately if any information is incorrect.

16. ORDER ACCEPTANCE AND CANCELLATION BY US

We may refuse, reject, or cancel any Order before dispatch if:

- Product is unavailable;
- there is a pricing or Product information error;
- payment is declined or reversed;
- fraud or misuse is suspected;
- delivery information is incomplete or incorrect;
- quantity limits are exceeded;
- the Order breaches these Terms;
- we are required to do so by law or authority.

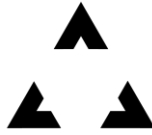
If your Order is cancelled after payment, we will refund the amount paid for the cancelled item or Order.

17. PAYMENT

Payment methods available on the Website may include cards, online payment gateways, digital wallets, cash on delivery, buy-now-pay-later services, or other methods displayed at checkout.

Available payment methods may vary depending on:

- location;
- Product type;
- Order value;
- customer eligibility;



- payment provider availability.

By submitting payment information, you confirm that:

1. you are authorized to use the payment method;
2. the payment information is accurate;
3. sufficient funds or credit are available;
4. you authorize us or our payment service provider to charge the relevant amount.

We do not store full card details unless expressly stated and handled through compliant payment providers.

Payments may be processed by third-party payment service providers. Their terms may apply.

18. INVOICES AND ELECTRONIC RECORDS

We may provide invoices, receipts, Order confirmations, refund confirmations, and other transaction records electronically.

Electronic records may be provided by:

- email;
- customer account;
- downloadable invoice;
- SMS or messaging link;
- other digital means.

You agree that electronic records and confirmations may be used as evidence of the transaction, to the extent permitted by applicable law.

19. DELIVERY

19.1 Delivery Areas

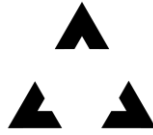
Delivery areas, fees, and estimated delivery times will be displayed on the Website or during checkout.

We may not deliver to all locations.

19.2 Delivery Times

Estimated delivery times are provided for convenience and may vary depending on:

- courier availability;
- Product availability;
- delivery location;
- customs or import procedures;
- weather or traffic;
- public holidays;



- customer availability;
- incorrect address or contact details.

19.3 Delivery Fees

Delivery fees will be shown before payment.

Free delivery may apply only where stated and may be subject to conditions.

19.4 Customer Responsibility

You are responsible for:

- providing accurate delivery details;
- ensuring someone is available to receive the Order;
- responding to courier or support communications;
- checking the package upon receipt where possible.

19.5 Failed Delivery

If delivery fails due to incorrect information, customer unavailability, or refusal to accept delivery, we may:

- attempt redelivery;
- charge additional delivery fees;
- cancel the Order;
- deduct reasonable delivery costs from any refund, where permitted by law.

19.6 Risk and Title

Risk in the Product passes to you upon delivery, unless otherwise required by applicable law.

Ownership passes to you once payment is received in full and the Product is delivered.

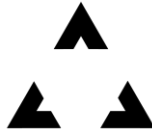
20. INTERNATIONAL DELIVERY, CUSTOMS AND IMPORT CHARGES

If international delivery is offered, you may be responsible for:

- customs duties;
- import taxes;
- clearance charges;
- local regulatory requirements;
- import restrictions;
- delays caused by customs.

We are not responsible for customs delays or charges unless expressly stated at checkout.

You must ensure that Products can lawfully be imported into your destination country.



21. RETURNS, REFUNDS AND EXCHANGES

21.1 Return Conditions

If you should change your mind, and wish to return anything that you have bought from our Company we'll be happy to return or exchange a product providing it's returned within its specified return period (7 days from date of physical receipt of the shipment), it is in fully re-saleable condition and returned in its original undamaged packaging with attached tags.

If the product returned is not in fully re-saleable condition or the packaging is damaged, we reserve the right to refuse a refund when the reason for return is none of the below.

- the product is defective;
- the product was damaged during the shipping;
- the product was tampered during the shipping;
- the wrong product was shipped;
- the product is on SALE and PROMOTION;

Dietary supplements, aromatherapy products and sports nutrition products are not eligible for return.

21.2 How to Request a Return

To request a return, contact us at:

fysmmarket@gmail.com

Please include:

- Order number;
- Product name;
- reason for return;
- photos or videos, if the item is damaged, defective, or incorrect;
- preferred remedy where applicable.

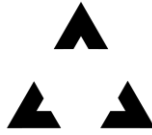
We may provide return instructions, collection details, drop-off details, or courier information.

21.3 Inspection

Returned Products may be inspected before refund, replacement, or exchange is approved.

Inspection may verify:

- Product condition;
- packaging;
- accessories;



- defect claim;
- serial number;
- authenticity;
- whether the Product matches the Order.

21.4 Refund Method

Approved refunds will generally be issued to the original payment method, unless another method is agreed or required by the payment provider.

Refund timing may depend on:

- payment provider;
- bank processing;
- card issuer;
- refund method;
- inspection completion.

We aim to process approved refunds within **7–14 business days** after approval.

21.5 Delivery Fees and Return Costs

Delivery fees may be refundable where required by law or where the return is due to our error, defect, damage, or incorrect Product.

Return shipping costs may be charged to the Customer where the return is due to change of mind, unless otherwise stated.

No return shipping cost will be charged where the Product is defective, damaged upon delivery, incorrect, counterfeit, unsafe, or materially not as described.

21.6 Exchanges

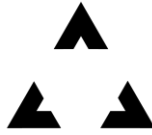
Exchanges may be available subject to:

- Product availability;
- return eligibility;
- price difference;
- inspection approval;
- applicable delivery charges.

If the replacement Product is unavailable, we may offer a refund or alternative Product.

22. DEFECTIVE, DAMAGED, UNSAFE OR INCORRECT PRODUCTS

If you receive a Product that is:



- defective;
- damaged on delivery;
- incorrect;
- materially different from description;
- unsafe;
- missing essential parts;
- not fit for its stated purpose,

you should contact us as soon as reasonably possible.

Depending on the issue and applicable law, you may be entitled to one or more of the following remedies:

- repair;
- replacement;
- refund;
- price reduction;
- other remedy required by law.

We may request evidence such as photographs, videos, packaging, serial numbers, or inspection.

Nothing in these Terms limits your statutory rights for defective, unsafe, counterfeit, misrepresented, or non-conforming Products.

23. WARRANTIES

Some Products may come with a manufacturer, supplier, or seller warranty.

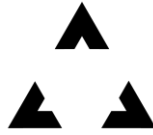
Warranty terms may vary by Product and may be provided:

- on the Product page;
- in the Product packaging;
- by manufacturer documentation;
- by customer support.

Warranty coverage may not apply to:

- misuse;
- accidental damage;
- unauthorized repair;
- normal wear and tear;
- improper installation;
- failure to follow instructions;
- cosmetic damage not affecting function;
- damage caused by external factors.

Where a warranty applies, we may assist with warranty claims, but the manufacturer or supplier may be responsible for repair or replacement depending on the Product.



Mandatory consumer rights under UAE law remain unaffected.

24. PRODUCT RECALLS AND SAFETY

If we become aware of a safety issue, recall, or regulatory concern affecting a Product, we may contact affected Customers using available contact details.

We may also publish recall or safety information on the Website.

Customers must follow recall, safety, and usage instructions provided by us, manufacturers, or competent authorities.

25. CUSTOMER COMPLAINTS

We aim to handle complaints fairly and promptly.

Complaints may relate to:

- defective Products;
- unsafe Products;
- misleading information;
- delivery issues;
- poor service quality;
- warranty issues;
- refund delays;
- unfair business practices.

Dubai Consumer Rights confirms that complaints may relate to defective or unsafe products, poor service quality, misleading advertising, warranty breaches, or unfair business practices, with complaint resolution usually within five working days. (consumerrights.gov.ae)

25.1 How to Submit a Complaint

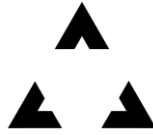
You may submit a complaint by email:

fysmmarket@gmail.com

Please include:

- full name;
- contact details;
- Order number;
- description of the issue;
- supporting documents or photos;
- preferred resolution.

25.2 Complaint Handling Timeline



We aim to:

- acknowledge complaints within **2 business days**;
- review and respond within **5 business days** where possible;
- resolve standard complaints within **7–14 business days**;
- provide updates where additional time is needed.

25.3 Complaint Tracking

Where available, we may provide a complaint reference number or tracking method.

25.4 Escalation

If a complaint is not resolved, you may escalate it to the competent UAE consumer protection authority.

26. CUSTOMER REVIEWS, RATINGS AND FEEDBACK

We may allow Customers to submit reviews, ratings, comments, photos, videos, or feedback.

By submitting feedback, you confirm that:

- it is truthful and based on your own experience;
- it does not contain unlawful, offensive, defamatory, or misleading content;
- it does not infringe third-party rights;
- it does not contain spam or advertising.

We may moderate, remove, or reject feedback that violates these Terms or applicable law.

We may use feedback to improve Products, services, Website experience, payment experience, and logistics services.

You grant us a non-exclusive, royalty-free, worldwide license to use submitted feedback for Website, service improvement, marketing, and business purposes, subject to applicable law and privacy rules.

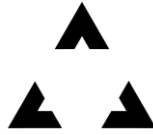
27. USER CONTENT AND SUBMISSIONS

If you submit, upload, send, or provide any content to us, including ideas, suggestions, images, text, reviews, or other materials, you confirm that:

1. you have the right to provide it;
2. it does not violate any law;
3. it does not infringe third-party rights;
4. it is not confidential unless expressly agreed in writing.

We may use non-confidential suggestions or ideas without obligation to compensate you.

This does not affect your personal data rights under applicable data protection law.



28. ACCEPTABLE USE

You must not use the Website to:

- violate any law or regulation;
- commit fraud;
- impersonate another person;
- upload viruses or malicious code;
- interfere with security features;
- scrape or harvest data without permission;
- overload or disrupt the Website;
- attempt unauthorized access;
- post defamatory, obscene, offensive, unlawful, or infringing content;
- misuse promotions, coupons, refunds, or return policies;
- make false claims or chargebacks.

We may investigate suspected misuse and cooperate with competent authorities where required or permitted by law.

29. MINORS

The Website is not intended for unsupervised use by minors.

If you allow a minor to use the Website, you are responsible for:

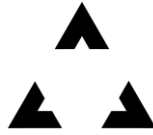
- their online conduct;
- their access to Products and content;
- any Orders placed through your account or payment method;
- ensuring that the Products are appropriate for them.

We may restrict access to certain Products or services where legally required.

30. INTELLECTUAL PROPERTY

All content on the Website is owned by us, our affiliates, licensors, suppliers, or partners, including:

- text;
- images;
- Product photos;
- graphics;
- logos;
- trademarks;
- icons;
- videos;
- layout;
- design;
- software;
- code;



- databases;
- compilations.

The Website and its content are protected by UAE intellectual property laws and international conventions.

You may not copy, reproduce, distribute, modify, publish, sell, license, reverse engineer, or exploit Website content without prior written permission.

You may use the Website only for personal, lawful, non-commercial shopping purposes, unless we agree otherwise in writing.

31. TRADEMARKS

“FYSM”, the Website name, logos, designs, slogans, Product names, and related branding may be trademarks or trade names owned or used by the Company.

You may not use our trademarks without prior written consent.

All third-party trademarks appearing on the Website belong to their respective owners.

32. COPYRIGHT INFRINGEMENT CLAIMS

We take intellectual property rights seriously.

If you believe that content on the Website infringes your copyright or trademark rights, you may contact us at:

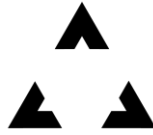
fysmmarket@gmail.com

Please include:

1. your full name and contact details;
2. identification of the copyrighted or trademarked work;
3. identification of the allegedly infringing material;
4. the exact Website location of the material;
5. a statement that you believe in good faith that the use is unauthorized;
6. a statement that the information provided is accurate;
7. confirmation that you are the rights owner or authorized representative;
8. your physical or electronic signature.

We may remove or restrict access to allegedly infringing content where appropriate.

We may terminate accounts of repeat infringers where required or justified.



33. THIRD-PARTY LINKS AND SERVICES

The Website may contain links to third-party websites, payment providers, logistics providers, social media platforms, marketplaces, analytics providers, or other external services.

We are not responsible for third-party:

- content;
- websites;
- terms;
- privacy policies;
- security;
- pricing;
- delivery;
- acts or omissions.

Your use of third-party services may be governed by their own terms and policies.

You should review third-party terms before using their services.

34. THIRD-PARTY SELLERS, SUPPLIERS OR MARKETPLACE FEATURES

If the Website offers Products supplied, fulfilled, or sold by third parties, the relevant Product page may identify the seller, supplier, or fulfilment arrangement.

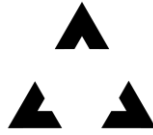
Where third-party sellers are involved, we may act as:

- platform operator;
- seller;
- reseller;
- agent;
- facilitator;
- fulfilment provider;
- customer support channel.

The applicable role may vary by Product.

We will aim to make responsibility for returns, refunds, warranties, and support clear to Customers.

Regardless of operational arrangements, we will handle Customer issues in accordance with applicable UAE consumer protection requirements.



35. PRIVACY AND PERSONAL DATA

We process personal data in accordance with applicable UAE personal data protection laws.

Personal data may be collected and used for:

- account creation;
- Order processing;
- payment processing;
- delivery;
- customer support;
- returns and refunds;
- complaints;
- fraud prevention;
- legal compliance;
- marketing, where permitted;
- service improvement.

For full details, please refer to our Privacy Policy.

If the Website uses cookies, tracking technologies, analytics, advertising pixels, or similar tools, further information may be provided in a Cookie Policy or Privacy Policy.

36. SECURITY

We aim to provide a secure digital environment for Website users.

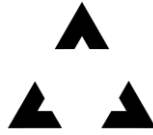
However, no online platform can guarantee complete security.

You are responsible for:

- keeping login details confidential;
- using strong passwords;
- not sharing OTPs or verification codes;
- keeping devices secure;
- notifying us of suspicious account activity.

We may implement fraud prevention, cybersecurity, identity verification, or transaction monitoring measures.

Digital merchants in the UAE are expected to maintain secure environments and comply with applicable e-security and cyber safety standards. ([Hadeef & Partners](#))



37. DISCLAIMER OF WARRANTIES

The Website is provided on an “as is” and “as available” basis.

To the maximum extent permitted by law, we do not guarantee that:

- the Website will be uninterrupted;
- the Website will be error-free;
- all defects will be corrected immediately;
- the Website will be free from viruses or harmful components;
- all Product information will be completely error-free;
- the Website will meet all user expectations.

This disclaimer does not limit any mandatory rights you may have under UAE consumer protection law, including rights relating to defective, unsafe, counterfeit, misrepresented, or non-conforming Products.

38. LIMITATION OF LIABILITY

To the maximum extent permitted by applicable law, we will not be liable for:

- indirect damages;
- incidental damages;
- consequential damages;
- loss of profits;
- loss of business;
- loss of goodwill;
- loss of data;
- loss caused by third-party services;
- losses caused by misuse of the Website;
- losses caused by incorrect information provided by you.

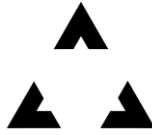
Nothing in these Terms limits or excludes liability where such limitation or exclusion is prohibited by UAE law.

Nothing in these Terms limits your statutory consumer rights.

39. INDEMNIFICATION

You agree to indemnify and hold harmless the Company, its officers, directors, employees, contractors, agents, affiliates, suppliers, and licensors from claims, losses, liabilities, damages, costs, and expenses arising from:

- your breach of these Terms;
- your misuse of the Website;
- your violation of law;
- your infringement of third-party rights;



- fraudulent or abusive conduct;
- unauthorized use of your account caused by your failure to protect credentials.

This obligation applies to the extent permitted by law.

40. FORCE MAJEURE

We will not be responsible for delay or failure to perform caused by events beyond our reasonable control, including:

- natural disasters;
- fire;
- flood;
- pandemic;
- epidemic;
- war;
- civil unrest;
- government action;
- regulatory restrictions;
- strikes;
- courier disruption;
- customs delays;
- internet outages;
- payment provider failures;
- cyberattacks;
- supplier failure.

Where a force majeure event affects your Order, we will try to inform you and provide reasonable options where possible.

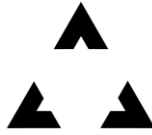
41. TERMINATION AND SUSPENSION

We may suspend or terminate your access to the Website or account if:

- you breach these Terms;
- you misuse the Website;
- fraud is suspected;
- payment disputes or chargeback abuse occurs;
- required by law or authority;
- security risk is identified;
- account information is false or incomplete.

Termination does not affect rights and obligations that accrued before termination.

42. GOVERNING LAW



Except to the extent applicable law, if any, provides otherwise, these Terms and Conditions, any access to or use of the Website will be governed by the laws of Dubai and the United Arab Emirates applicable therein.

The following terms and conditions govern all use of the shop.fysm.co a website its content, services and all products available at or through the website (taken together, the "Website"). The Website is owned and operated by Market FZC LLC and these Terms and Conditions apply to all of its divisions and affiliates under the laws of the United Arab Emirates.

If you have any questions about this Terms and Conditions agreement, the practices of this site, or your dealings with this site, please contact us at fysmmarket@gmail.com

43. DISPUTE RESOLUTION

If a dispute arises, the parties should first attempt to resolve it amicably through customer support.

You may contact us at:

fysmmarket@gmail.com

If the dispute is not resolved, it may be referred to the competent consumer protection authority or resolved through the courts or arbitration, depending on the nature of the dispute and applicable law.

For commercial disputes not falling under mandatory consumer complaint mechanisms, the parties may agree to arbitration in Dubai, UAE, in English, before a single arbitrator, under applicable UAE arbitration law and rules agreed between the parties.

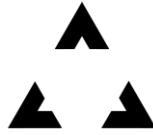
Nothing in this clause prevents either party from seeking urgent injunctive relief, especially for intellectual property, fraud, misuse, or confidentiality matters.

Nothing in this clause restricts a consumer from submitting a complaint to a competent UAE consumer protection authority.

44. NOTICES

We may send notices to you by:

- email;
- SMS;
- account notification;
- Website notice;
- other contact details provided by you.



Notices from you to us should be sent to:

fysmmarket@gmail.com

You are responsible for keeping your contact details up to date.

45. ASSIGNMENT

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

We may assign or transfer our rights and obligations to an affiliate, successor, purchaser, or business transferee, provided this does not materially reduce your mandatory consumer rights.

46. SEVERABILITY

If any provision of these Terms is found to be invalid, unlawful, or unenforceable, the remaining provisions will remain valid and enforceable.

The invalid provision will be replaced or interpreted in a way that most closely reflects its original purpose, to the extent permitted by law.

47. NO WAIVER

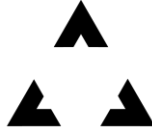
Our failure to enforce any right or provision under these Terms does not constitute a waiver of that right or provision.

Any waiver must be in writing.

48. ENTIRE AGREEMENT

These Terms, together with any policies referenced on the Website, including any Privacy Policy, Return Policy, Refund Policy, Shipping Policy, Warranty Policy, or Product-specific terms, constitute the entire agreement between you and us regarding use of the Website and purchase of Products.

If there is a conflict between these Terms and Product-specific terms, the Product-specific terms will apply to that Product, unless prohibited by law.



49. LANGUAGE

These Terms are provided in English.

An Arabic version may be provided where required or appropriate.

If there is a conflict between language versions and UAE law requires reliance on Arabic text, the legally required interpretation will apply.

50. CONTACT INFORMATION

For questions, support, complaints, returns, refunds, or legal notices, please contact:

FYSM Market FZC LLC

Business Centre, Sharjah Publishing City Free Zone
Sharjah, United Arab Emirates

Email: fysmmarket@gmail.com