

Terms & Conditions

Effective 1 October 2026 · Replaces the Terms & Conditions dated 9 May 2026

These Terms govern your use of the Zorax mobile app, our website, the Zorax Community, our online store, the Zora AI assistant and everything we sell through them — together, the Platform. They are an agreement between you and Zorax. By downloading, installing or using the Platform you confirm that you have read and accept them. If you do not accept them, please do not use the Platform.

1. Who we are and how to contact us

Zorax is a business name used by Chimezirim Robert, a sole trader established in the United Kingdom.

Address: 4 Fatherson Road, Reading RG1 4PL, United Kingdom

Email: support@zoraxlabs.com

These Terms should be read together with our **Privacy Policy**, which explains what we do with your personal information, and our **Community Guidelines**, which form part of these Terms and set out the rules for the Zorax Community.

2. About Zorax

Zorax is a hair and personal care platform. It includes the Zora AI assistant, hair profile personalisation, product recommendations, a product catalogue, the Zorax Community, loyalty points and rewards, and educational content. Products are currently sold by third-party retailers we link to rather than by us — see section 6.1.

We may change, suspend or withdraw any part of the Platform. Where a change materially reduces something you have paid for, we will tell you beforehand and you may cancel.

3. Who can use Zorax

You must be at least 13 years old. Where the law of the country you live in sets a higher minimum age for consenting to online services, that higher age applies to you.

If you are under 18 you may use Zorax only with the knowledge and consent of a parent or legal guardian, and you confirm when you register that you have it.

We may ask you to confirm your age or eligibility at any time, and we may suspend or close an account where we reasonably believe the person using it does not meet these requirements.

4. Your account

4.1 Creating an account

Some features require an account. Depending on your device and platform you may register with an email address and password, with Sign in with Apple, or with Google Sign-In. The options shown to you may differ between platforms, and we may add or withdraw methods.

Where you register using Sign in with Apple or Google Sign-In, we receive the information described in our Privacy Policy from that provider. If you use Sign in with Apple and choose to hide your email address, we will correspond with you through the relay address Apple provides.

You agree to give accurate, current and complete information, and to keep it up to date.

4.2 Keeping your account secure

You are responsible for keeping your login details confidential, for restricting access to your account, and for what happens under it. Tell us immediately at support@zoraxlabs.com if you think someone else has gained access.

4.3 Suspension and closure

We may suspend, restrict or close your account where we reasonably believe you have broken these Terms or our Community Guidelines, acted fraudulently, harmed other members, tried to compromise the Platform, or acted unlawfully. Where the breach is serious we may do so without notice. We will tell you why, unless the law prevents us, and section 8.5 explains how to challenge the decision.

4.4 Deleting your account

You can delete your account at any time in the app, under Settings. Your account is deactivated immediately and **you can restore it by signing in again within 30 days**. After 30 days it is permanently deleted and cannot be recovered.

On permanent deletion your profile information, hair profile and Zora conversation history are deleted or anonymised; Community posts and comments may remain in anonymised form so that conversations others took part in stay readable; and transaction records are kept for as long as the law requires. Our Privacy Policy gives the detail.

5. The Zora AI assistant

5.1 Information only

Zora gives educational information, product recommendations and personalised guidance. It does not give medical, dermatological or professional healthcare advice, and it does not diagnose or treat anything. Please consult a qualified healthcare professional about any medical concern, allergy, scalp disorder or treatment decision.

5.2 What AI can and cannot do

AI systems can produce information that is inaccurate, incomplete or out of date. Recommendations are generated automatically and results vary between people. We do not guarantee that any AI-generated recommendation is accurate, complete or effective.

5.3 Relying on Zora

Decisions you make on the basis of AI-generated recommendations are yours. Subject to section 15, and except where we have been negligent or have broken these Terms, we are not responsible for the outcome of following a recommendation Zora has given you.

5.4 How much you can use Zora

Zora is free to use, up to **20 messages per calendar month** for each account. The allowance resets on the first day of each month, and the app shows how many messages you have left. Running out does not affect any other part of Zorax.

We may change the allowance. Where we reduce it we will tell you first. We may also apply fair-use limits or suspend access where an account is being used automatically, resold, or in a way that disrupts the service for others.

6. Products, orders and purchases

6.1 How products are sold

Most products you see in Zorax are **sold by third-party retailers, not by us**. At present that is Amazon. When you choose to buy, we take you to the retailer's own website or app, and the purchase is a contract between you and that retailer, on their terms.

That means the retailer — not Zorax — takes your payment, dispatches your order, and is responsible for delivery, returns, refunds and anything faulty. Their terms, their cancellation rights and their privacy policy apply to the purchase, and you should read them before you buy. **Your statutory rights as a consumer are unaffected; they are simply owed to you by the retailer.**

We may earn a commission when you buy through one of these links, at no extra cost to you. It does not affect which products we show you or what we say about them.

We may also sell products to you directly. Where we do, checkout happens inside Zorax rather than on another company's site, we take the payment, and **we are the seller** — the rest of this section then applies in full and we owe you everything set out in it. If a product is not sold by us, sections 6.2 to 6.7 do not apply to it.

6.2 Product information

We work to keep product information accurate, but we do not warrant that every description, image, ingredient list, availability or price is always complete, current and error-free.

6.3 Prices

Prices are shown inclusive of VAT where it applies. Delivery costs are shown separately before you confirm your order. Prices may change, but a change will not affect an order you have already placed. If we discover that we have priced something incorrectly before we accept your order, we will tell you and you can confirm at the correct price or cancel.

6.4 Payment

Payment is taken by third-party payment providers. We do not store your full payment card details. When you buy something you also agree to the payment provider's terms.

6.5 Orders and delivery

Your order is an offer to buy. A contract is formed when we send you confirmation that we have dispatched your order. Before then we may refuse or cancel an order, limit quantities, or verify your information — for example where there has been a pricing error, a product is unavailable, or we suspect fraud.

Delivery estimates are estimates. Where delivery is delayed by an event outside our control we will tell you and take steps to limit the delay; if the delay is substantial you may cancel and receive a refund for anything you have paid for but not received.

6.6 Changing your mind

You have 14 days from the day you receive your order to tell us you have changed your mind, and a further 14 days to return the goods. You do not need to give a reason. To cancel, email support@zoraxlabs.com or use the model cancellation form at the end of these Terms. A clear statement of your decision is enough — you do not have to use the form.

You may handle the goods as you would in a shop. If you handle them more than is necessary to establish their nature, characteristics and how they work, we may reduce your refund to reflect the loss in value.

This right does not apply to sealed goods which are not suitable for return for health protection or hygiene reasons, once they have been unsealed after delivery. Where this applies to a product it is stated on its product page before you order.

We refund you within 14 days of receiving the goods back, using the same payment method you used. We refund standard outbound delivery; you pay the cost of returning the goods unless they are faulty or not as described.

6.7 If there is a problem with your order

If goods are faulty, not as described or not fit for purpose you have rights under the Consumer Rights Act 2015. In summary: within 30 days of delivery you can reject them for a full refund; after 30 days and within six months we will repair or replace them, and if that is not possible or does not work you can claim a refund or a price reduction. These rights are in addition to your right to change your mind, and nothing in these Terms affects them.

6.8 Product suitability and patch testing

Cosmetic and hair care products affect people differently. You are responsible for reading the ingredient list and product information supplied with each product, and for deciding whether a product is suitable for you. Where a product carries a patch test instruction, please follow it before full use.

If you have a known allergy, sensitive skin or scalp, or an existing skin or scalp condition, please consult a qualified healthcare professional before use.

Subject to section 15, and except where we have been negligent or have broken these Terms or our obligations under applicable law, we are not responsible for an adverse reaction that arises from your individual sensitivity, from use contrary to the manufacturer's instructions, or from a condition you have not disclosed to us.

Nothing in section 6.7 limits or excludes our liability for death or personal injury caused by our negligence, for fraud, for defective products under the Consumer Protection Act 1987, or for any other liability that cannot be limited or excluded under English law. Your statutory rights as a consumer are not affected.

7. Zorax Premium

7.1 Zorax Premium is not currently available to buy. We are not accepting new subscriptions, and no part of the Platform asks you to pay a subscription fee. Everything described in these Terms is available without one, subject to the Zora usage allowance in section 5.4.

7.2 If you subscribed to Zorax Premium before we withdrew it, your subscription continues on the terms you agreed and you keep the benefits you were given, including unlimited use of the Zora assistant. You can view your subscription and cancel it at any time in the app, under Settings, and cancellation takes effect at the end of the period you have paid for.

7.3 If we offer Premium again we will set out the plans, prices and renewal terms before you subscribe, and nothing in this section commits you to a future subscription.

8. The Zorax Community

8.1 Your content

You keep ownership of everything you post. By posting you give us a worldwide, non-exclusive, royalty-free licence to host, store, reproduce, display and distribute your content for the purpose of operating, improving and promoting the Platform.

8.2 What you must not post

You must not post anything that is unlawful or fraudulent; is abusive, threatening or harassing; promotes violence; contains hate speech; contains pornography or sexually explicit material; promotes self-harm, suicide or disordered eating; impersonates someone else; discloses another person's private information; infringes intellectual property rights; contains malware; misleads other members; or promotes illegal activity. Our Community Guidelines explain each of these in full.

8.3 Reporting and blocking

Every post, comment, reply and member profile in the app has a menu allowing you to report it to us or to block the member who created it. Reports are confidential: we do not tell a member who reported them. Blocking hides that member's content from you and your content from them, takes effect immediately, and can be reversed at any time under Settings.

8.4 Moderation

We have no tolerance for objectionable content, or for abusive behaviour towards other members. We aim to review every report within 24 hours. Where content breaches these Terms or our Community Guidelines we will remove it, and depending on the seriousness of the breach and any history we may restrict, suspend or permanently remove the account responsible. Serious breaches are acted on without prior warning.

Content that appears to involve the sexual exploitation of a minor, or a credible threat to life, is reported to the relevant authorities.

8.5 If you disagree with a decision

If we remove your content or restrict your account and you believe we were mistaken, contact support@zoraxlabs.com. A member of our team who did not make the original decision will review it, and we will tell you the outcome.

9. Acceptable use

You must not reverse engineer the Platform, attempt unauthorised access, interfere with security features, scrape data, use bots without our permission, impersonate anyone, upload malicious software, or abuse the Platform or other members. Breaches may lead to immediate suspension or closure of your account.

10. Points and rewards

We may offer loyalty points and rewards. Points have no cash value, are not your property, cannot be sold, transferred or exchanged for cash, and may expire. We may change, suspend or end the rewards programme; where we do, we will give you reasonable notice and a reasonable opportunity to use points you have already earned.

11. Intellectual property

The Platform and everything in it — software, designs, graphics, trade marks, logos, text and features — belongs to Zorax or its licensors. Except as these Terms allow, you may not copy, reproduce, distribute, modify or create derivative works from any part of it without our written permission.

If you believe content on the Platform infringes your intellectual property rights, contact support@zoraxlabs.com with details and we will investigate and act where appropriate.

12. Third-party services

The Platform works with third-party providers including Supabase, Stripe, Apple, Google and Anthropic. Your dealings with those services may be governed by their own terms, and we are not responsible for third-party services, websites or content.

13. The Platform is provided as it is

We provide the Platform with reasonable care and skill, but we do not promise that it will always be available, uninterrupted or free of errors, or that it will meet any particular requirement. We may suspend it for maintenance, and we will give notice where we reasonably can.

This section does not affect your statutory rights, or our obligations under the Consumer Rights Act 2015 in relation to goods and digital content we supply.

14. Force majeure

We are not responsible for delay or failure caused by something outside our reasonable control, including natural disaster, government action, internet or power outage, supplier failure, industrial action, cyberattack, pandemic or a third-party service interruption. Where such an event substantially affects your order you may cancel it and receive a refund for anything paid for but not received.

15. Our liability to you

15.1 Nothing in these Terms limits or excludes our liability for death or personal injury caused by our negligence; for fraud or fraudulent misrepresentation; for breach of the terms implied by sections 9 to 11 of the Consumer Rights Act 2015; for defective products under the Consumer Protection Act 1987; or for any other liability that cannot be limited or excluded under English law.

15.2 We are responsible to you for loss and damage you suffer that is a foreseeable result of our breaking these Terms or failing to use reasonable care and skill. Loss or damage is foreseeable if it is obvious that it will happen, or if at the time you entered into the contract both of us knew it might.

15.3 We are not responsible for loss or damage that is not foreseeable. We supply the Platform for domestic and private use. If you use it for any commercial or business purpose we have no liability to you for loss of profit, loss of business, business interruption or loss of business opportunity.

15.4 Where the law allows us to limit our liability, and subject to section 15.1, our total liability in connection with any order for products is limited to the price paid for that order, and our total liability in connection with your use of the Platform otherwise is limited to the greater of £100 and the total amount you paid us in the twelve months before the claim arose.

16. Changes to these Terms

We may change these Terms. Where a change is significant we will tell you through the Platform or by email before it takes effect, and where the change is to your material disadvantage you may close your account and we will refund any amount you have paid for a service you will no longer receive. The effective date at the top shows when this version came into force.

17. Governing law and disputes

These Terms are governed by the law of England and Wales. If something goes wrong we would like the chance to put it right first, so please contact support@zoraxlabs.com before taking any other step.

If we cannot resolve it, the courts of England and Wales have jurisdiction. If you live in Scotland or Northern Ireland you may also bring proceedings in your own country's courts, and nothing in this section removes the protection of the consumer law of the country you live in.

18. Apple App Store

This section applies where you download the Zorax app from the Apple App Store.

18.1 These Terms are between you and Zorax only, not with Apple Inc. Zorax, not Apple, is solely responsible for the app and its content.

18.2 Apple has no obligation to provide maintenance or support services for the app.

18.3 If the app fails to conform to any applicable warranty you may notify Apple, and Apple will refund the purchase price of the app to you, if any. To the maximum extent permitted by law Apple has no other warranty obligation in respect of the app, and any other claims, losses, liabilities, damages, costs or expenses attributable to a failure to conform to a warranty are our responsibility and not Apple's.

18.4 We, not Apple, are responsible for addressing any claim by you or a third party relating to the app or your possession or use of it, including product liability claims, any claim that the app fails to conform to a legal or regulatory requirement, and claims under consumer protection, privacy or similar legislation.

18.5 If a third party claims that the app or your possession and use of it infringes their intellectual property rights, we, not Apple, are solely responsible for investigating, defending, settling and discharging that claim.

18.6 You confirm that you are not located in a country subject to a US Government embargo or designated as a terrorist supporting country, and that you are not on any US Government list of prohibited or restricted parties.

18.7 Apple and its subsidiaries are third-party beneficiaries of these Terms, and on your acceptance of them Apple has the right — and is deemed to have accepted the right — to enforce them against you as a third-party beneficiary.

18.8 You must comply with any applicable third-party terms of service when using the app.

19. General

If any part of these Terms is found to be unlawful or unenforceable, the rest continues to apply. If we do not insist that you do something you are required to do, or delay in taking action, that does not mean we have given up our rights. You may not transfer your rights under these Terms without our agreement; we may transfer ours where it will not affect your rights, and we will tell you if we do.

20. Contact us

Zorax — Chimezirim Robert
4 Fatherson Road, Reading RG1 4PL, United Kingdom
support@zoraxlabs.com · <https://zoraxlabs.com>

Annex — Model cancellation form

This form applies to products bought **directly from Zorax**. For anything bought from a third-party retailer such as Amazon, cancel with that retailer using their own process — see section 6.1.

The Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013 require us to make this form available where we are the seller. You only need it if you want it: an email, letter or any other clear statement that you are cancelling works just as well.

Complete and return this form only if you wish to withdraw from the contract.

To: Zorax, 4 Fatherson Road, Reading RG1 4PL, United Kingdom, support@zoraxlabs.com

I / We [*] hereby give notice that I / We [*] cancel my / our [*] contract of sale of the following goods [*] / for the supply of the following service [*],

Ordered on [*] / received on [*]:

Name of consumer(s):

Address of consumer(s):

Signature of consumer(s) (only if this form is notified on paper):

Date:

[*] Delete as appropriate.

These Terms should be read together with our Privacy Policy and our Community Guidelines.