

LELAM — LEGAL FRAMEWORK SUITE

E-COMMERCE COMPLIANCE FRAMEWORK UNDER EGYPTIAN LAW

Effective Date: May 21, 2026

Applicable Jurisdiction: Arab Republic of Egypt

Governing Framework: Egyptian Consumer Protection Law No. 181 of 2018, E-Commerce Data Protection Law No. 151 of 2020, and the Egyptian Civil Code.

1. PRIVACY POLICY

This Privacy Policy outlines how **LeLam** ("we," "our," or "the Platform") collects, processes, stores, and protects personal data obtained from users and customers residing in or transacting from the Arab Republic of Egypt via our platform (lelam.qzz.io).

Egyptian Statutory Alignment: This policy is strictly compiled in conformance with the **Egyptian Data Protection Law No. 151 of 2020 (PDPL)**. LeLam processes data lawfully based on explicit contractual necessity or unambiguous user consent.

1.1 Data Controller and Contact Information

For the purposes of the PDPL, the personal data collected is processed and controlled by LeLam. Users may address inquiries, access requests, or deletion notifications to our designated compliance channels at the official communication handles managed on our domain infrastructure.

1.2 Categories of Personal Data Collected

We process only the minimum necessary data to fulfill purchase agreements and optimize user interface interactions:

- **Identity and Contact Data:** Customer Full Name, delivery/billing address, electronic mail address, and Egyptian mobile phone/contact numbers.
- **Financial and Transactional Data:** Invoicing variables, structural payment tokens, purchase histories, and cash-on-delivery routing protocols.
- **Technical and Analytical Data:** Numeric Internet Protocol (IP) vectors, browser specifications, operating environment logs, and user journeys via tracking cookies.

1.3 Purposes and Legal Bases for Data Processing

Personal data is localized and manipulated exclusively under the following legal frameworks:

1. **Contractual Execution:** Processing mandatory address strings, contact telemetry, and name attributes to pack, fulfill, ship, and settle physical orders.
2. **Legal Obligations:** Compliance with Egyptian fiscal mandates, corporate accounting practices, and invoice verification systems.

3. **Legitimate Interests:** Enhancing the visual presentation layer, optimizing layout configurations, and enforcing network protection protocols.

1.4 Data Retention Architecture

We retain transaction-linked data for the duration required under Egyptian Commercial and Tax laws (typically 5 fiscal periods). Technical behavioral indicators are automatically deleted or thoroughly anonymized upon the natural expiration of the active processing cycle.

1.5 Statutory Rights of the Data Subject

Under the provisions of Law No. 151 of 2020, Egyptian consumers possess explicit legal entitlements which can be asserted directly against the data controller:

- **Right of Access and Correction:** The right to demand a formal ledger of all processed data and mandate modifications to incorrect information (such as shipping details).
- **Right of Erasure ("Right to be Forgotten"):** Requesting permanent destruction of personal data records once the structural service relationship is completed.
- **Right to Object and Restrict:** Revoking previous consent loops regarding secondary marketing structures.

2. TERMS AND CONDITIONS

Welcome to **LeLam**. These Terms and Conditions constitute a legally binding service covenant executed between the end consumer ("the User") and LeLam, governing all usage, transactional parameters, and content delivery across lelam.qzz.io.

Egyptian Statutory Alignment: This document is governed by the **Egyptian Civil Code** and the **E-Commerce provisions within the Consumer Protection Law No. 181 of 2018**. Accessing this storefront implies absolute, unreserved structural consent to these stipulations.

2.1 Eligibility and User Obligations

By executing any commercial purchase on the Platform, the user explicitly affirms that they possess full legal capacity under Egyptian Law (minimum 21 Gregorian years) or are operating under active parental or guardian supervision. Users are strictly prohibited from utilizing fake contact attributes, non-functional email strings, or inaccurate residential identifiers during checkout structures.

2.2 Contractual Formation and Pricing Mechanism

The electronic presentation of premium leather items and accessories on our storefront acts as an invitation to treat. A formal legal purchase contract is finalized only when LeLam dispatches an explicit confirmation via electronic channels.

or mobile messaging alerts. All prices are explicitly declared in Egyptian Pounds (EGP) and are inclusive of legal statutory taxes unless formally indicated otherwise.

2.3 Payment Frameworks

The system actively supports Cash on Delivery (COD) processing vectors inside designated domestic boundaries. Customers utilizing COD protocols are legally obligated to settle the financial sum upon the arrival of the logistics agent. Unjustified or malicious refusal to receive authentic products ordered through the platform may result in immediate suspension of account privileges and appropriate civil recovery actions.

2.4 Limitation of Commercial Liability

LeLam maintains continuous operational accuracy regarding storefront listings. However, to the maximum extent permitted by Egyptian Judiciary frameworks, we are not legally liable for minor temporary technical disconnects, slight variant shades resulting from electronic display variations, or shipping disruptions caused by external force majeure events or domestic logistics anomalies.

3. COOKIE POLICY

This Cookie Policy establishes the framework through which **LeLam** incorporates small alphanumeric data arrays (collectively referred to as "Cookies") onto user devices to improve interface execution, retain shopping cart persistence, and trace functional telemetry.

3.1 Categorization and Application of Tracking Cookies

Our platform separates deployed storage items into distinct operating pillars:

- **Strictly Essential Cookies:** Critical files required to track items placed inside the active checkout queue, maintain active login sequences, and guarantee layout stability. These do not require prior consent structures.
- **Functional and Preference Cookies:** Tracking identifiers that memorize choices such as designated language parameters, sorting criteria (e.g., Default, Popularity, Price gradients), and visual styling variations.
- **Analytical and Performance Elements:** Anonymized analytical scripts that evaluate collective visitor flows, bounce factors, and navigational pathways across pages.

3.2 Local User Management and Deactivation

Users maintain full autonomous authority over cookie deployment through local web browser privacy panels. Disabling structural cookie functionality may result in a loss of session persistence, requiring manual re-entry of checkout addresses and shopping cart tracking parameters during future visits.

4. RETURN AND REFUND POLICY

At **LeLam**, customer satisfaction is protected by clear legal frameworks. This Return and Refund Policy details the mechanisms and timelines governing product returns within the Arab Republic of Egypt.

Egyptian Statutory Alignment: This policy directly integrates the mandatory requirements of **Articles 17 and 18 of the Egyptian Consumer Protection Law No. 181 of 2018**, granting consumers explicit cooling-off periods.

4.1 The 14-Day Absolute Statutory Return Right

Pursuant to Egyptian Law, the consumer has the absolute right to return any purchased item for a full refund within **T = 14** days from the exact date of physical receipt, without providing any justification, provided the following legal thresholds are met:

- The item must be in its absolute original, unaltered condition.
- The product must be enclosed inside its original branded packaging with all official security tags, labels, and accessory components fully intact.
- The product must display zero signs of usage, scratches, stretching, or leather wear.

4.2 The 30-Day Defect and Non-Conformity Right

If an item develops a manufacturing defect, material failure, or deviates from the explicitly stated storefront technical specifications, the return window extends to **T = 30** days from the date of physical delivery. In such scenarios, the customer is legally entitled to a free repair, product replacement, or full financial refund, with LeLam fully absorbing all associated return shipping and processing fees.

4.3 Statutory Exclusions from Returns

Consistent with Article 19 of Law No. 181 of 2018, consumers cannot execute returns or refunds under the following conditions:

- Products customized or modified based on unique consumer specifications.
- Items that show damage, scratches, or wear resulting directly from consumer misuse, improper storage, or unapproved alterations.

4.4 Financial Reimbursement Structure

Approved refunds are processed using the original method of payment. For Cash on Delivery transactions, refunds are issued via domestic electronic wallets, banking transfers, or postal money orders within 14 working days of the returned item passing physical compliance inspections at our central warehouse.

5. LEGAL DISCLAIMER

The materials, images, item profiles, and descriptive parameters hosted on **LeLam** are presented strictly on an "as-is" and "as-available" basis without explicit or implied contractual warranties.

5.1 Artisan Product Variations

LeLam items are crafted using high-quality materials. Due to the natural characteristics of artisan materials and the variations in digital display calibrations, minor variations in color tones, grain distributions, or edge finishes may occur. These minor variations are inherent to the production process and do not constitute legal product defects or specification deviations.

5.2 Accurate Information and Pricing Updates

While we make every effort to maintain absolute accuracy regarding item descriptions, pricing structures, and inventory levels, occasional technical anomalies or typographic errors may occur. LeLam reserves the absolute legal right to fix pricing errors and cancel orders resulting from system glitch vectors, provided the consumer is fully notified and fully reimbursed for any payments made.