



# TERMS & CONDITIONS

**Kristine Reuben Home Products Ltd**

**Last Updated: January 2026**

## 1. Introduction

These Terms & Conditions govern the purchase and use of products sold by **Kristine Reuben Home Products Ltd** (“KRHP”, “we”, “our”, “us”) through **Vendora**, a third-party online ordering platform.

Vendora provides listing and order-submission functionality only. It does not process payments, manufacture products, or fulfil orders. Orders are confirmed via **WhatsApp Business**, and payments are made directly via **M-Pesa**.

By placing an order or using KRHP products, you agree to be bound by these Terms & Conditions.

## 2. Scope of Supply

KRHP supplies consumer household cleaning products and cosmetic lifestyle products only.

We do **not** provide medical, dermatological, therapeutic, or professional advice, whether through product descriptions, marketing materials, customer communications, testimonials, or otherwise.

## 3. Product Lines

Kristine Reuben Home Products Ltd operates two product lines:



- **KRHP Tanzu** – Household cleaning products, including dishwashing liquids and multi-surface cleaners.
- **KRHP Atelier** – Candles and cosmetic body care products, including limited-edition and artisanal items.

Product availability, pricing, packaging, formulations, and specifications may change without prior notice.

## 4. Orders & Payments

- Orders are submitted via Vendora and confirmed via WhatsApp Business (+254721173346)
- All payments are made directly via **M-Pesa**
- KRHP does not store mobile money PINs, authentication credentials, or payment authorisation data.

Orders are fulfilled only after payment confirmation.

## 5. Delivery & Risk

Delivery is handled by KRHP or its appointed logistics partners. Delivery timelines are estimates and may vary by location.

Risk of loss or damage transfers to the customer upon successful delivery.

## 6. Third-Party Platforms & Services

Vendora, M-Pesa, WhatsApp Business, and delivery partners are independent third-party platforms and services.

KRHP is not responsible for delays, interruptions, data loss, service failures, or errors attributable to third-party systems or services beyond our reasonable control.



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## **7. Customer Responsibility**

Customers are responsible for assessing the suitability of KRHP products for their intended use, including consideration of personal sensitivities, allergies, household conditions, surface compatibility, and intended application.

Customers with known skin sensitivities, allergies, respiratory conditions, or underlying medical conditions are advised to take appropriate precautions and, where necessary, consult a qualified professional before use.

## **8. Product Use, Safety & Sensitivity**

### **8.1 KRHP Tanzu – Household Cleaning Products**

KRHP Tanzu products are household cleaning products intended for general domestic use.

- Products may come into incidental contact with skin during normal use
- Individual skin responses vary
- KRHP cannot guarantee suitability for all users

Customers are advised to:

- Avoid prolonged or repeated skin contact
- Rinse skin thoroughly with water after contact
- Use protective measures such as gloves where appropriate

KRHP shall not be liable for skin irritation, allergic reactions, or sensitivities arising from:

- Prolonged or excessive skin contact
- Failure to follow usage or safety instructions
- Use contrary to recommended household cleaning purposes

### **8.2 KRHP Atelier – Body Care Products**



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KRHP Atelier body care products are **cosmetic products intended for external use only** and are not formulated for medical or pharmaceutical use.

Individual skin responses vary, and KRHP cannot guarantee suitability for all skin types.

Customers are advised to conduct a **patch test** before full use. KRHP shall not be liable for skin irritation, allergic reactions, or sensitivities where a patch test was not performed or where products were used contrary to instructions.

### **8.3 Candles – Safety & Use**

KRHP Atelier candles are intended for standard indoor use under normal conditions.

KRHP shall not be liable for damage, injury, or loss arising from:

- Failure to follow basic candle safety practices
- Unattended burning
- Placement near flammable materials
- Use inconsistent with common safety guidance

### **8.4 No Medical or Therapeutic Claims (All Products)**

KRHP products are **not intended to diagnose, treat, cure, or prevent** any medical, dermatological, or health condition.

Product descriptions, scent descriptions, usage guidance, and testimonials are provided for general informational purposes only.

### **8.5 Proper Use (All Products)**

KRHP shall not be liable for adverse effects resulting from misuse of products, including but not limited to:

- Ingestion



- Use on broken, inflamed, or compromised skin
- Mixing with other chemicals or substances
- Use beyond recommended quantities
- Use for unintended purposes

## **8.6 Product Expectations**

Product performance, scent perception, texture, foaming, cleaning strength, burn behaviour, and results may vary depending on individual use, water type, surface type, environment, and handling.

Such variations do not constitute a defect where the product meets stated specifications.

## **8.7 Assumption of Risk**

By purchasing and using KRHP products, customers acknowledge that household cleaning products, personal care products, and candles may carry inherent risks of irritation, sensitivity, or misuse-related harm and agree to use products in accordance with provided instructions and at their own discretion.

## **9. Returns & Refunds**

Returns and refunds are governed by KRHP's **Return & Refund Policy**, which forms part of these Terms & Conditions.

KRHP Atelier candles and body care products are **final sale once opened**, except where damaged during delivery.

## **10. Limitation of Liability & Remedies**

### **10.1 Limitation of Liability**



To the maximum extent permitted by applicable law, KRHP shall not be liable for indirect, incidental, or consequential damages arising from product use, misuse, allergic reactions, sensitivities, or unmet personal expectations.

## **10.2 Sole Remedy**

Where KRHP is found liable for a defective product, our sole obligation shall be, at our discretion, to replace the product or refund the purchase price.

## **10.3 Liability Cap**

To the maximum extent permitted by law, KRHP's total liability arising from any claim relating to a product shall not exceed the amount paid for that product.

## **11. Force Majeure**

KRHP shall not be liable for failure or delay in performance caused by events beyond our reasonable control, including but not limited to supply disruptions, transport delays, natural events, labour disputes, or regulatory actions.

## **12. Intellectual Property**

All trademarks, product formulations, branding, images, content, and designs are the exclusive intellectual property of **Kristine Reuben Home Products Ltd**. No rights or licences are transferred through purchase or platform use.

## **13. Governing Law**

These Terms & Conditions are governed by and construed in accordance with the laws of the **Republic of Kenya**.



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