NEA VENTURES

# Website policies and terms

Terms and Conditions, Return Policy, Privacy Policy, data-deletion requests and FAQ as published on the NEA Ventures website.

Prepared 19 November 2026 for legal and advisory review. Contact: support.neaventures@gmail.com


1. Terms and Conditions
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# 1. Terms and Conditions

*Last updated: 1 November 2026*

These terms explain how you may use the NEA Ventures website and what you can expect when you buy from us. By using the website, creating an account or placing an order, you agree to them. If you do not agree, please do not use the website. Our Return Policy and Privacy Policy are part of these terms.

## 1. Who we are

NEA Ventures ("we", "us") sells marble, tiles, doors, bathroom sets, lighting and furniture. Our showroom is at 180 Oron Rd (By MayFlower Traffic Light), Uyo, Akwa Ibom State, Nigeria. You can reach us at support.neaventures@gmail.com or on 08023323324, 09064454455, 08152352322.

## 2. Your account

- **Anyone under 18 is not allowed to create an account, sign in, place an order, pay online or use our contact, quote and booking forms.** When you create an account or pay, you tick a box to confirm that you are 18 or older. You promise that this is true.
- If you are under 18, you may not use the registration, sign-in or checkout of this website. An adult (a parent or legal guardian) may shop for you, using their own account and details, or you can visit our showroom with them.
- If you let a person under 18 use your device or account, you are responsible for what they do. If we find or reasonably believe that an account or order belongs to someone under 18, we will close the account, cancel the order and refund any payment made through Paystack, and we will remove their personal information as our Privacy Policy explains.
- Give us correct information and keep it up to date. Your name and email are fixed once you register; contact us if one of them must change.
- Keep your password private. You are responsible for what happens under your account, so tell us at once if you think someone else has used it.
- We may suspend or close an account that is used for fraud, abuse or in breach of these terms.

## 3. Products and descriptions

We try to describe and photograph every product accurately. Please remember that marble, stone and wood are natural materials: colour, veining, grain and shade vary from piece to piece and from batch to batch, and colours can look different on different screens. This is normal and is not a defect. If the exact look matters to you, please visit the showroom to see samples before you order.

**AI-generated pictures.** Some product pictures on this website are AI-generated scenes: our product is placed in a created setting, and its brightness, position and lighting may be enhanced. The product itself is not masked, altered or distorted, and its design, colour, material, fabric, leather, grain and finish are left as they are. Every product also has original photographs in its gallery, and we ask you to rely on those when you decide. A notice about this is shown at the top of every page. Screen settings and lighting can still make colours look slightly different from the real item.

## 4. Prices and availability

- All prices are in Nigerian naira (NGN). Delivery is not included unless we say so.
- Some items are "priced on enquiry". For those, please ask for a quote instead of ordering online.
- Stock is checked when you place your order. If an item turns out to be unavailable, we will tell you and refund anything you have paid for it.
- Prices can change, for example when our supplier costs change. The price at the time you pay is the price you pay.
- If we find an obvious pricing mistake, we may cancel the affected order and refund you in full.
- **Bulk discounts:** when you buy a large quantity of one item, the discount shown in your cart applies to that item. Discounts are worked out on each item separately and are confirmed when you pay.
- A written quote stays valid for the period stated on it. If none is stated, it is valid for 7 days.

## 5. Orders and payment

- When you check out, you pay for the goods online through Paystack. Your order is confirmed once we receive your payment. We never see or store your card or bank details.
- If a payment does not go through, no order is confirmed and you will not be charged. You can put the items back in your cart and try again from your orders page.
- If the amount we receive does not match the order total, we will hold the order, check it, and contact you.
- We may decline or cancel an order if we suspect fraud, if a product is unavailable, or if we cannot deliver to your address. If we cancel a paid order, we refund it.

## 6. Pickup and delivery

- **Pickup:** collect your order from our showroom during opening hours. Please bring your order number and a valid ID.
- **Delivery:** the delivery fee depends on the weight and size of your goods and on where they are going. After you place your order, our team works out the fee and sends you a quote by email and WhatsApp. You pay the delivery fee separately, online, once you accept it. We arrange delivery after the delivery fee is paid.
- Delivery times we give are estimates, not guarantees. Delays caused by roads, weather, security, port or supplier problems are beyond our control, but we will keep you informed.

- Please make sure someone is available to receive the goods and check them. Look over everything at delivery and tell us about any damage or missing item straight away (see our Return Policy).
- Responsibility for the goods passes to you when they are delivered to your address or collected from the showroom.

## 7. Showroom visits and quotes

You can book a showroom visit through the website. A booking is not confirmed until we confirm it by email or WhatsApp. If we need to change a booking, we will contact you so you can choose another day and time. For larger orders, you can ask for a quote. Quotes are not orders until you accept them and pay.

## 8. Returns and refunds

Our Return Policy explains what can be returned, how long you have, and how refunds are made. Nothing in these terms or in that policy limits your legal rights as a consumer in Nigeria.

## 9. Using the website

- Do not use the website to break the law, to attempt to gain access to other people's accounts or to our systems, or to interfere with how it works.
- Do not copy, resell or republish our photographs, text or design without our written permission.
- Enquiry, quote and booking forms are for genuine requests. We may block anyone who sends false or abusive messages.

## 10. Our responsibility to you

We will do our best to supply goods that match their description and are fit for their ordinary use. To the extent the law allows, we are not responsible for losses that were not a foreseeable result of our breach, for delays outside our reasonable control, or for the way goods are installed by someone other than us. Nothing in these terms excludes or limits any liability that cannot lawfully be excluded, including liability for fraud and for death or personal injury caused by our negligence.

## 11. Changes to these terms

We may update these terms from time to time. The date at the top shows the latest version. The terms that applied when you placed an order continue to apply to that order.

## 12. Governing law and complaints

These terms are governed by the laws of the Federal Republic of Nigeria. If you have a complaint, please contact us first so that we can put it right. If we cannot settle it together, either of us may take it to the courts of Nigeria.

## 13. Contact us

Email support.neaventures@gmail.com or call 08023323324, 09064454455, 08152352322. Our showroom is at 180 Oron Rd (By MayFlower Traffic Light), Uyo, Akwa Ibom State, Nigeria.

# 2. Return Policy

*Last updated: 1 November 2026*

We want you to be happy with what you buy. This policy explains what to do if something is wrong, and when you can return an item you have simply changed your mind about. It forms part of our Terms and Conditions and does not take away any rights you have under Nigerian consumer law.

## 1. Check your goods when you receive them

Please open and check your order when it is delivered or collected. For delivery, it helps to take photographs or a short video as you open the packages. If anything is damaged, broken, missing or not what you ordered, **tell us within 48 hours of delivery** (or before you leave the showroom, for pickup). Please do not install or cut items you think are faulty.

## 2. Faulty, damaged or wrong items

If an item arrives damaged or faulty, or is not the item you ordered, we will, at your choice where possible:

- replace it with the same item or a suitable alternative, or
- refund the price you paid for it.

We will cover the cost of collecting the item and delivering the replacement. To help us act quickly, send your order number and clear photographs.

**Pictures and what you receive.** Some product pictures on the website are AI-generated scenes, but the product in them is not altered, and each product's gallery shows its original photographs. If what you receive is clearly different from those original photographs (not just a slight colour difference caused by your screen or lighting), tell us within the time above and we will treat it as a wrong or faulty item.

## 3. Changed your mind?

For standard items we keep in stock, you may return them **within 7 days of delivery or collection** if they are:

- unused, uninstalled and unopened, or opened only to check them;
- complete and in their original packaging and condition; and
- accompanied by your order number or receipt.

If you return an item because you changed your mind, you pay the cost of bringing it back to us, and the delivery fee you paid for the original delivery is not refunded.

## 4. What cannot be returned

- Items made, cut or ordered specially for you (custom sizes, special orders, made-to-measure items), unless faulty.
- Items that have been installed, cut, used, washed or damaged after delivery.
- Items marked "final sale", "clearance" or "no returns" at the time of purchase.
- Goods where the only complaint is natural variation in colour, veining, grain or shade, which is normal for stone and wood and which you can check in our showroom before buying.
- Items returned without their packaging or in a condition that means we cannot resell them.

Tiles, marble and other items sold by the batch can differ slightly between batches. Please order enough for your whole project at once, and keep a spare box for repairs.

## 5. How to start a return

1. Contact us by email at support.neaventures@gmail.com, by phone on 08023323324, 09064454455, 08152352322, or by WhatsApp. Give your order number, say what is wrong, and attach photographs if the item is damaged.
2. We will reply within 2 working days to tell you whether the return is accepted and how to send the item back (bring it to our showroom, or we will arrange collection).
3. Please do not send anything back before we have agreed to the return.

## 6. Refunds

- Once we receive and check a returned item, we will tell you whether the refund is approved.
- Approved refunds are paid back to the original payment method through our payment provider, Paystack, normally within 7 to 14 working days. Your bank may take extra time to show it.
- If an order is cancelled before dispatch, or an item turns out to be out of stock, we refund the amount you paid for it in full.

## 7. Large and bulk orders

Orders placed by quote may have their own written terms. Where a quote or agreement says something different from this policy, the quote or agreement applies.

## 8. Questions

If you are not sure whether something can be returned, just ask. Email support.neaventures@gmail.com or call 08023323324, 09064454455, 08152352322. We would rather solve a problem than lose a customer.

# 3. Privacy Policy

*Last updated: 15 November 2026*

This policy explains what personal information NEA Ventures ("we", "us") collects when you use this website, why we collect it, who we share it with, how long we keep it, and the choices you have. We have written it in plain language. We handle your information in line with the Nigeria Data Protection Act 2023 (NDPA).

## 1. Who we are

**NEA Ventures** is the controller of the personal information described here. We sell marble, tiles, doors, bathroom sets, lighting and furniture from our showroom at our showroom address (see the Contact page).

Questions about your information: email the address on our Contact page, or call the number on our Contact page.

## 2. What we collect, and why

| When you… | We collect | Why (and our lawful basis) |
|---|---|---|
| Create an account | Your name, email address, phone number (optional) and a password. We never see or store your password in readable form; it is handled by our sign-in provider. If you choose **Continue with Google** or **Continue with Facebook**, that service tells us your name and email address; we never receive your password. | To let you sign in, see your orders and request delivery. *Contract / your request.* |
| Place an order | Name, phone, email, the items and amounts, any note you add, and whether you want pickup or delivery. For delivery: your address (country, state, LGA, town, street) and, only if you choose to drop one, the map pin you place (its latitude and longitude). The pin is optional: you can skip it and just type your address. We store the pin with your order and use it only so our team can quote and plan your delivery. We never collect your location in the background or from your device. | To take payment, prepare your goods, arrange pickup or delivery and keep our accounting records. *Contract, and legal obligations.* |
| Pay online | Payments are handled by Paystack. We receive the payment status and a reference. **We never see or store your card or bank details.** | To confirm that your order is paid. *Contract.* |
| Ask a question or | Name, email, phone (WhatsApp preferred), and your message, which may include the item, quantity and date you need it. | To reply to you and prepare a quote. *Your request / legitimate* |

| When you… | We collect | Why (and our lawful basis) |
|---|---|---|
| request a quote | | *interest in answering enquiries.* |
| Book a showroom visit | Name, phone, preferred date and any notes. | To confirm and prepare your visit. *Your request.* |
| Browse the website | Technical details that any website receives: IP address, browser type, device and the pages requested. Our hosting provider keeps these in short-lived server logs, and we use your IP address briefly to block abuse (for example, too many requests). | To keep the site working and secure. *Legitimate interest.* |
| Ask for more than we have in stock | The product, the quantity you tried to add, and your email address if you are signed in. We also keep a scrambled visitor code made from your connection details (we cannot turn it back into your IP address), so that we can count how many different visitors asked for the same product. | To see what customers want so we can stock it. *Legitimate interest.* |

We do not use advertising trackers, social media pixels or analytics cookies on this website. We do not sell your personal information.

**AI-generated pictures.** Some product pictures on this website are AI-generated scenes of our own products. They are made from pictures of our products, not from pictures or information about our customers, and we do not put customers' photographs or personal details into them.

## 3. Cookies and similar storage

This website stores a few small items in your browser. All of them are needed for the site to work, so we do not show a cookie banner:

- **Sign-in session**, so you stay signed in (set by our sign-in provider, Supabase).
- **Your cart**, so your items are still there if you leave and return.
- **Your look preference**, if you choose a colour theme with the Theme button. If you are signed in, it is also saved to your account so it follows you to another device.

You can clear these at any time in your browser settings. Doing so signs you out and empties your cart.

## 4. Who we share your information with

We share information only with the service providers who help us run the shop, and only what each one needs:

- **Supabase**: our database, sign-in service and product-photo storage.

- **Google**: only if you choose "Continue with Google" to sign in. Google has its own privacy policy.
- **Meta (Facebook)**: only if you choose "Continue with Facebook" to sign in. Facebook tells us your name and email address; we never receive your Facebook password. Meta has its own privacy policy.
- **Render**: the hosting of our website and server.
- **Paystack**: online payments. Paystack has its own privacy policy.
- **Mapbox**: the maps on our home and checkout pages. When a map loads, Mapbox receives your IP address and how you use the map, as it would for any map shown on a website. The Street view button simply opens Google Maps in a new tab, where Google's own privacy policy applies. We do not receive anything about you from either through the map.
- **Email delivery services**: to send you sign-in confirmations, password resets and, in future, order or enquiry messages.

If you click a WhatsApp link, our Instagram or TikTok link, or "Open in Maps", you leave our website and that service's own policy applies. We do not put Instagram or TikTok trackers on this website; the links are ordinary links. If you follow or message us on those apps, they handle that information under their own rules, and we only see what you choose to send us there.

We may also disclose information where the law requires it, for example to a court, regulator or law-enforcement agency, or to protect our rights and the safety of others. Our team members see your information only as needed for their work (for example, staff who prepare orders or answer enquiries).

## 5. Where your information is stored

Our providers may store and process information on servers outside Nigeria. Where that happens, we choose providers that use recognised security standards and contractual protections, as the NDPA requires for transfers outside the country.

## 6. How long we keep it

- **Orders and payment records:** including the delivery address and any map pin, as long as needed for accounting, tax and legal reasons.
- **Enquiries, quote requests and booking requests:** up to 24 months after we have dealt with them.
- **Your account:** until you ask us to delete it.
- **Server logs:** kept briefly by our hosting provider, then removed.

## 7. How we protect it

The website uses encrypted connections (HTTPS). Passwords are never stored in readable form. Our staff system requires a login and limits what each team member can see. No system is perfectly secure, so please use a strong, unique password and keep it private.

## 8. Your rights

Under the NDPA you can ask us to:

- tell you what personal information we hold about you and give you a copy;
- correct information that is wrong or incomplete;
- delete your information (we may have to keep some, such as order and payment records, where the law requires);
- stop or limit how we use your information, or object to certain uses;
- give you your information in a portable format;
- withdraw your consent where we rely on it.

To delete your data, use our Delete your data page. To use any other right, contact us using the details in section 1. We may need to confirm who you are first, and we will reply as soon as we reasonably can. You can edit your name and phone number yourself on the My account page.

If you are unhappy with how we handle your information, please tell us first so we can put it right. You also have the right to complain to the **Nigeria Data Protection Commission (NDPC)**.

## 9. Children and minors (under 18)

**This website and our online shop are for adults only.** You must be at least 18 years old to create an account, sign in with Google or Facebook, place an order, pay online, or send us an enquiry, quote request or booking request. Under the Nigeria Data Protection Act 2023 a child is a person under 18, and we do not offer our online services to children.

- **Anyone under 18 is not allowed to register, sign in, order or send us forms, and we do not knowingly collect or use personal information from anyone under 18.** We do not market to children.
- **Age confirmation.** When you create an account or pay, you tick a box to confirm that you are 18 or older. We keep only a record that you confirmed this, and when; we do not ask for your date of birth. You promise that what you tell us is true. A person under 18 must not use our registration, sign-in, checkout or contact forms; an adult may shop on their behalf.
- **Parents and guardians.** A parent or guardian may buy goods for a child, and may visit our showroom with a child, using their own account and their own details. A parent or guardian is responsible for supervising any child who uses their device or account, and for anything done under that account.
- **If we find out that a minor has used the website.** If we learn, or have good reason to believe, that a person under 18 has registered, ordered or sent us information, we will close the account, cancel the order and refund any payment made, and delete the personal information we hold about that person, except where the law requires us to keep a record.
- **Telling us.** If you are a parent or guardian and believe your child has given us personal information, please email support.neaventures@gmail.com or use our Delete your data page. We will check and act on it as soon as we reasonably can, and you do not have to give a reason beyond telling us the account

or order concerned.

- **Sign-in with other services.** Google and Facebook have their own minimum ages and rules. Even if they allow a younger person to hold an account with them, our own rule still applies: you must be 18 or older to use our website.

## 10. Changes to this policy

If we change how we use your information, we will update this page and the date at the top. If a change is significant, we will tell you in a clear way, for example on the website or by email.

# 4. Delete Your Data (data-deletion requests)

*Parents and guardians: if a child under 18 has used our website, you can use this page to ask us to delete their information. Tell us the name and email or order number concerned.*

*For customers who signed in with Facebook, Google or email.*

You can ask NEA Ventures to delete the personal information we hold about you at any time. This page explains how, and what happens next.

## How to ask

1. Fill in the form below with the name and email address you used to sign in (for Facebook sign-in, the email on your Facebook account). Add your phone number so we can confirm it is you.
2. We will reply within 7 days to confirm your identity, then delete your information within 30 days of confirming.

You can also email us at the address on our Contact page or message us on WhatsApp at the number on our Contact page, with the subject "Delete my data".

## What we delete

- Your account, name, phone number and sign-in details (including the link to your Facebook or Google sign-in).
- Your saved preferences and your cart.
- Your enquiries and showroom booking requests.

## What we may have to keep

Records of paid orders, payments and invoices are kept for accounting, tax and legal reasons, as the law requires. We keep only what is needed and remove your name and contact details from them where we can.

## Remove the Facebook connection too

Deleting your data here does not touch your Facebook account. To also remove NEA Ventures from it, open Facebook, go to **Settings & privacy → Settings → Apps and websites**, find NEA Ventures and choose **Remove**.

Read how we handle information in our Privacy Policy.

# 5. Frequently Asked Questions

### Can someone under 18 shop or create an account?

No. You must be 18 or older to create an account, place an order or send us a form. A parent or guardian can shop for a child using their own details. Please see our Privacy Policy and Terms.

### Do I need an account to browse?

No. You can browse the shop, read about us and contact us without signing in.

### Do I need an account to order?

You can check out as a guest if you will collect your order from our showroom. For delivery, and to see your order history, you need an account so our team can reach you with a delivery quote.

### How do I pay?

You pay online through Paystack, a secure payment service. We never see or store your card or bank details. Your order is confirmed as soon as your payment is received.

### How much does delivery cost?

Delivery depends on the weight and size of your goods and where they are going. After you place your order, we send you a delivery quote by email and WhatsApp. You pay the delivery fee separately, and we arrange delivery once it is paid.

### Can I collect my order from the showroom?

Yes. Choose showroom pickup at checkout, and collect it during opening hours with your order number and a valid ID.

### Can I see the products before I buy?

Yes, and we encourage it. Book a showroom visit from the home page, and we will confirm your day and time by email and WhatsApp.

### Are the product pictures real?

Some product pictures are AI-generated scenes: the product is placed in a created setting and its lighting and position may be enhanced, but the product itself is never masked, altered or distorted. Every product also has original photographs in its gallery, so you can see exactly what you are buying. See our Terms and Return Policy.

### Do you give discounts for large orders?

Yes. When you buy a large quantity of one item, a discount is applied automatically in your cart. For bigger or mixed orders, ask for a quote from the Contact page.

### What if my payment fails?

No order is confirmed and you are not charged. Go to My orders, open the order, and press "Put items back in cart" to try again.

### What if something arrives damaged?

Tell us within 48 hours of delivery with your order number and photographs, and we will put it right. See our Return Policy for the details.

### Can I return an item I changed my mind about?

Standard in-stock items can be returned within 7 days if they are unused and in their original packaging. Special orders and cut items cannot be returned unless faulty. See the Return Policy.

### Can anyone else see my orders?

No. You can see only your own account and orders. Read how we protect your information in our Terms · Returns · Privacy Policy.