

Terms of Use

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Please read these terms carefully. They explain the rules for using the NOOA Energies website and how our products and services fit together.

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1. About these terms

These Terms of Use ("Terms") are an agreement between you and NOOA Energies Ltd ("NOOA Energies", "we", "us" or "our"), a company based at Seal Estates, Uganda. They apply to your use of our website at nooaenergies.com (the "Website") and to any information, content or enquiry services we provide through it.

By using the Website, you agree to these Terms and to our Privacy Policy. If you do not agree, please do not use the Website.

2. Our business and products

NOOA Energies connects households across Uganda with reliable, last-mile energy and utility solutions. Our main products are:

- NOOA Pay, a bill payment app that lets you pay for electricity, water, TV, airtime, data, school fees and government services using mobile money.
- Flexi Gas, a service for ordering cooking gas refills, cylinders and accessories for delivery.

Each product has its own terms of service, which apply when you use that product. If these Terms conflict with a product's own terms, the product's terms apply to your use of that product.

3. Using the Website

You may use the Website for lawful purposes only. You agree not to:

- Use the Website for anything unlawful, fraudulent or harmful.
- Try to gain unauthorised access to the Website, our systems or other users' data.
- Introduce viruses, malware or any code that could harm the Website or other users.
- Overload, scrape, copy or interfere with the Website by automated or other means without our written permission.
- Pretend to be someone else, including NOOA Energies staff or partners.
- Send us false, misleading or abusive messages.

We may block access to the Website for anyone who breaks these rules.

4. Gas orders and delivery

Where you order cooking gas or accessories through Flexi Gas or any channel we provide:

- Availability, delivery areas, delivery times, prices and any delivery charges are shown at the time you order. Where delivery is free, this is stated when you order.
- Products come from our supply partners. We may be unable to fill an order if stock or a delivery area is unavailable, and we will tell you if this happens.
- You are responsible for giving a correct delivery address, a working phone number and for being available to receive the order.
- Payments are made through mobile money or other methods shown at checkout. Check the amount before you confirm.
- Problems with an order should be reported to us promptly using the contact details below so we can look into them.

5. Gas safety

Cooking gas is flammable. Always follow the safety instructions provided by the gas supplier and on the cylinder, keep cylinders upright and in a well-ventilated area away from heat and open flames, use only suitable regulators and hoses, and check connections for leaks. If you smell gas, turn off the supply, do not use flames or electrical switches, open windows and move away. Nothing on the Website replaces professional safety advice or the instructions of the gas supplier.

6. Accuracy of information

We try to keep the Website accurate and up to date, but information such as product details, prices, service areas and impact figures may change without notice. The Website is provided for general information and does not create a contract to supply any product or service. Orders and payments are governed by the terms of the relevant product.

7. Intellectual property

The NOOA Energies, NOOA Pay and Flexi Gas names, logos, designs, text, images and other content on the Website belong to NOOA Energies or its licensors and are protected by law. You may view the Website and print or share pages for personal, non-commercial use. You may not copy, modify, distribute or use our content or brand for any other purpose without our written permission.

8. Third-party names and links

The Website may mention or link to third parties, such as gas brands, billers, mobile money providers, app stores and social media sites. Their names and logos belong to their owners and appear only to identify the products and services available. We do not control third-party sites and are not responsible for their content or practices. A link or mention is not an endorsement beyond the supply relationship we describe.

9. Disclaimers

To the fullest extent allowed by law, the Website is provided "as is" and "as available", without promises that it will be uninterrupted, error-free or free of harmful components. We do not promise that the Website will meet your particular needs.

10. Our responsibility to you

To the fullest extent allowed by law, NOOA Energies is not liable for indirect or consequential losses, or for losses caused by events beyond our reasonable control, by third-party services, or by your failure to follow safety instructions or these Terms. Where we are liable in connection with the Website, our total liability is limited to the amount, if any, that you paid us for the relevant product or service.

Nothing in these Terms excludes or limits liability that cannot be excluded or limited by law, including liability for fraud or for death or personal injury caused by negligence, nor does it limit any rights you have as a consumer under Ugandan law.

11. Privacy

How we collect and use personal data is explained in our Privacy Policy. Please read it, as it forms part of these Terms.

12. Changes to the Website and these Terms

We may change, suspend or remove any part of the Website at any time. We may also update these Terms from time to time. We will post the updated version on this page with a new "Last updated" date. If you keep using the Website after the change takes effect, you accept the updated Terms.

13. Governing law and disputes

These Terms are governed by the laws of the Republic of Uganda. If you have a complaint, please contact us first so we can try to resolve it informally. If we cannot resolve it, the courts of Uganda have jurisdiction, unless the law gives you the right to bring a claim elsewhere.

14. General

If any part of these Terms is found to be unenforceable, the rest will still apply. If we do not enforce a right straight away, we have not given it up. You may not transfer your rights under these Terms to anyone else; we may transfer ours to a successor or affiliated business. These Terms, together with our Privacy Policy, are the entire agreement between you and us about your use of the Website.

15. Contact us

Questions about these Terms? Reach us any time:

- Email: support@nooaenergies.com
- Phone: +256 200 909 475
- WhatsApp: +256 766 180 571
- Address: NOOA Energies Ltd, Seal Estates, Uganda

This document is provided by NOOA Energies Ltd, Seal Estates, Uganda. For questions, email support@nooaenergies.com or call +256 200 909 475.