

CRStore360

TERMS OF SERVICE

Operated by CRS Tech Solutions

Version: 1.0

1. Introduction

Welcome to CRStore360, a digital retail, Point of Sale (POS), inventory management, and online storefront platform operated by CRS Tech Solutions.

These Terms of Service govern your access to and use of the CRStore360 website, applications, dashboards, POS features, online storefronts, and related services.

By creating an account, registering a shop, selecting "I agree to the Terms of Service and Privacy Policy," or otherwise using CRStore360, you confirm that you have read, understood, and agreed to these Terms.

If you do not agree to these Terms, you should not register for or use CRStore360.

2. About CRStore360

CRStore360 provides digital tools that allow registered businesses to manage some or all of the following, depending on their selected package:

- Products and categories
- Inventory and stock
- Point of Sale transactions
- Sales and receipts
- Purchases
- Suppliers
- Customers
- Expenses
- Staff accounts
- Reports
- Returns
- Online storefronts
- Product images and shop logos
- Subscription and account management

Features available to a shop may depend on its selected subscription package.

3. Eligibility and Business Registration

To register a shop on CRStore360, you must be legally capable of entering into an agreement and authorized to act on behalf of the business you register.

You agree to provide accurate, complete, and current information during registration and while using the platform.

You are responsible for updating your information whenever it changes.

CRStore360 reserves the right to request additional information where reasonably necessary to verify a shop or account.

4. Shop Accounts

Each registered shop operates within its own CRStore360 account.

The shop owner is responsible for:

- Maintaining accurate business information
- Protecting account credentials
- Controlling staff access
- Assigning appropriate staff permissions
- Ensuring activities performed through the shop account are authorized
- Informing CRStore360 promptly if unauthorized access is suspected

You must not share your password with unauthorized persons.

5. Subscription Packages

CRStore360 may offer different packages, including POS services, online storefront services, full packages, or other packages introduced by CRS Tech Solutions.

The functionality available to a shop depends on the package selected and paid for.

CRS Tech Solutions may modify available packages, features, or pricing from time to time. Existing customers will be informed of material changes where appropriate.

6. Package Upgrades and Downgrades

A shop may be permitted to request an upgrade from one package to another, subject to the applicable fees and conditions.

For example, a shop using a POS package may request migration to a Full Package.

An upgrade may take effect after the required payment has been received and approved.

CRStore360 may establish separate rules for downgrades, including making a downgrade effective at the end of the current subscription period.

Existing shop data will ordinarily be preserved when changing packages unless the shop is specifically informed otherwise.

7. Subscription Fees and Payments

Some CRStore360 services require payment of subscription or service fees.

The applicable amount, billing period, payment method, and package will be communicated before payment.

Users are responsible for making payments within the required period.

Failure to renew a subscription may result in restriction, suspension, or loss of access to paid features.

Payment records generated by CRStore360 should be retained by the shop for its records.

8. Refunds

Subscription payments are generally non-refundable after the relevant service period has begun, except where:

- Required by applicable law
- A duplicate payment has been confirmed
- Payment was made in error and CRStore360 approves a refund
- CRS Tech Solutions determines that a refund is appropriate

Requests for refunds will be reviewed individually.

9. Shop Products and Online Storefronts

Where a shop uses CRStore360's online storefront, the shop is responsible for all products, descriptions, prices, images, availability information, and other content it publishes.

CRStore360 provides the technology that enables the storefront but is not the seller of products offered by independent shops unless expressly stated otherwise.

Any sale or arrangement between a customer and a registered shop is primarily between the customer and that shop.

Each shop is responsible for complying with applicable consumer, trading, tax, product-safety, and other legal requirements relevant to its business.

10. Prohibited Use

You must not use CRStore360 to:

- Conduct unlawful or fraudulent activities
- Sell products or services prohibited by applicable law
- Upload malicious software or harmful files
- Attempt unauthorized access to another shop's account or information
- Interfere with CRStore360's servers, security, or infrastructure
- Circumvent account restrictions or security controls
- Impersonate another individual or business
- Upload content that infringes another person's intellectual-property rights
- Use the platform to deceive customers
- Abuse CRStore360 services in a manner that could harm other users or CRS Tech Solutions

CRS Tech Solutions may suspend or terminate accounts involved in prohibited activities.

11. Staff Accounts and Permissions

Shop owners may be able to create accounts for managers or other staff members.

The shop owner is responsible for determining which staff members should have access to particular functions.

Actions performed through an authorized staff account may be treated as actions performed on behalf of the shop.

When a staff member leaves the business or no longer requires access, the shop owner should promptly disable or remove the person's access.

12. Customer and Business Data

A shop retains responsibility for the business information and customer information it enters into CRStore360.

CRS Tech Solutions processes and stores information as necessary to provide, secure, maintain, and improve CRStore360.

Personal information will be handled in accordance with the CRStore360 Privacy Policy and applicable data-protection requirements.

Where a shop enters personal information belonging to its customers or staff, the shop is responsible for ensuring that it has a lawful basis or appropriate authority to collect and use that information.

13. Uploaded Content

Users may upload shop logos, product photographs and other permitted content.

You confirm that you own the content you upload or have permission to use it.

You grant CRS Tech Solutions the limited right to store, process, display, resize, transmit, back up, and otherwise use that content as necessary to operate CRStore360.

Ownership of the shop's original content remains with the shop or its respective owner.

14. Receipts, Reports and Business Records

CRStore360 may generate receipts, sales reports, inventory reports and other business records based on information entered into the system.

Shop owners are responsible for reviewing these records for accuracy.

CRStore360 does not replace professional accounting, auditing, tax, or legal advice.

Businesses remain responsible for maintaining records required by applicable law.

15. Security

CRS Tech Solutions will take reasonable technical and organizational measures to protect CRStore360 and information stored through the service.

However, no online service can guarantee absolute security.

Users are responsible for using strong passwords, protecting their devices, controlling staff access and promptly reporting suspected unauthorized access.

16. Backups and Data Availability

CRS Tech Solutions may maintain backups and other safeguards intended to reduce the risk of data loss.

However, businesses are encouraged to retain copies of particularly important business records where appropriate.

CRS Tech Solutions does not guarantee that the platform will be free from every interruption, technical failure, data-loss event, or cybersecurity incident.

17. Service Availability and Maintenance

CRS Tech Solutions aims to keep CRStore360 available and reliable.

The service may occasionally be unavailable because of:

- Scheduled maintenance
- Emergency maintenance
- Internet or hosting failures
- Software updates
- Security incidents
- Third-party service failures
- Circumstances outside our reasonable control

Where reasonably possible, significant planned maintenance may be communicated in advance.

18. Suspension of Accounts

CRS Tech Solutions may temporarily suspend or restrict an account where reasonably necessary because of:

- Unpaid subscription fees
- Suspected fraud
- Security concerns
- Violation of these Terms

- Illegal activity
- Abuse of the platform
- Protection of CRStore360, its users or third parties

Where appropriate, the shop may be given an opportunity to resolve the issue.

19. Termination and Account Closure

A shop may request closure of its CRStore360 account.

CRS Tech Solutions may terminate an account for serious or repeated violations of these Terms, unlawful activity, fraud, security threats, or prolonged non-payment.

Data associated with closed accounts may be retained for a reasonable period where required for legal, security, financial, backup, dispute-resolution, or legitimate business purposes.

Further information regarding retention and deletion will be provided in the Privacy Policy.

20. Intellectual Property

CRStore360, including its software, design, branding, source code, platform structure, documentation, graphics and other proprietary materials, is owned by or licensed to CRS Tech Solutions.

Registration for CRStore360 does not transfer ownership of CRStore360 technology to the user.

Users may not copy, reproduce, reverse engineer, resell, redistribute or commercially exploit CRStore360 technology except where expressly authorized by CRS Tech Solutions or permitted by law.

21. Third-Party Services

CRStore360 may integrate with third-party services, including payment providers, email providers, hosting providers, messaging services or other technology providers.

Those services may operate under their own terms and privacy policies.

CRS Tech Solutions is not responsible for failures caused solely by third-party systems outside its reasonable control.

22. Limitation of Liability

To the extent permitted by applicable law, CRS Tech Solutions will not be liable for indirect or consequential losses arising from use of CRStore360, including loss caused by unauthorized account access resulting from a user's failure to protect credentials, inaccurate information entered by users, or circumstances outside CRS Tech Solutions' reasonable control.

Nothing in these Terms is intended to exclude or limit liability where such exclusion or limitation is prohibited by applicable law.

23. Changes to CRStore360

CRS Tech Solutions may improve, modify, replace or discontinue particular CRStore360 features as the platform develops.

Where a material change significantly affects a paid service, reasonable notice may be provided where practicable.

24. Changes to These Terms

These Terms may be updated periodically to reflect changes to CRStore360, legal requirements, security practices, pricing structures or business operations.

The effective date and/or version number will be updated when the Terms change.

Where a change is material, users may be notified through the platform, email, or another appropriate method.

Continued use after the effective date of revised Terms may constitute acceptance where permitted by applicable law.

25. Privacy

Use of CRStore360 is also subject to the CRStore360 Privacy Policy.

The Privacy Policy explains what personal information is collected, how it is used, how long it may be retained, when it may be shared, and the rights available to individuals.

26. Governing Law

These Terms are governed by the laws of the Republic of Ghana.

Any dispute arising from these Terms or use of CRStore360 should first be addressed through good-faith communication between the parties.

Where a dispute cannot be resolved, it may be handled through the appropriate courts or dispute-resolution mechanisms available under Ghanaian law.

27. Contact Us

Questions regarding these Terms of Service may be directed to:

CRS Tech Solutions

Product: CRStore360

Website: crstore360.com

Email: delighthead@gmail.com

Telephone: +233 27 255 6797

Country: Ghana

Registration Acknowledgement

☐ I agree to the Terms of Service and Privacy Policy.