

Terms and Conditions

Effective Date: 26/03/2026

1. Introduction

Welcome to Ice2Go. These Terms and Conditions govern your use of our website, mobile application, and services.

By accessing or using Ice2Go, you agree to comply with these Terms. If you do not agree, please do not use our services.

2. About Ice2Go

Ice2Go provides hygienically produced, ready-to-use ice cups for purchase through retail partners and/or direct ordering channels.

3. Eligibility

You must be at least 18 years old or have permission from a legal guardian to use our services.

4. Orders and Availability

- All orders are subject to product availability.
- We reserve the right to refuse or cancel any order.
- Product availability may vary depending on location and demand.

5. Pricing and Payment

- Prices are shared in Moroccan Dirhams (MAD) unless stated otherwise.
- Ice2Go reserves the right to update pricing at any time.
- Payments are processed securely through third-party providers.
- You agree to provide accurate payment information.

6. Delivery

- Delivery times are estimates and may vary.
- Ice2Go is not liable for delays caused by external factors (traffic, weather, third-party services).
- Customers are responsible for providing accurate delivery details.

7. Product Handling and Responsibility

Ice2Go ensures that all ice cups are produced using purified water and hygienic processes.

Once delivered or purchased:

- The customer is responsible for proper storage and handling.
- Ice2Go is not responsible for misuse or improper storage after purchase.

8. Returns and Refunds

Due to the nature of the product (perishable goods):

- Returns are generally not accepted.

Refunds may be issued only in cases of:

- Damaged product upon delivery.
- Incorrect order fulfillment.

All claims must be made within 24 hours of receipt.

9. Intellectual Property

All content on Ice2Go platforms (logo, branding, text, images) is the property of Ice2Go and may not be used, copied, or distributed without prior written consent.

10. Acceptable Use

You agree not to:

- Use the platform for unlawful purposes.
- Interfere with the operation of the service.
- Attempt unauthorized access to systems or data.

11. Limitation of Liability

To the maximum extent permitted by law, Ice2Go shall not be liable for:

- Indirect or consequential damages.
- Loss of profits or business.
- Issues arising from misuse of products.

12. Third-Party Services

Ice2Go may rely on third-party providers (payment processors, delivery services). We are not responsible for their actions, but we work only with trusted partners.

13. Use of Technology and AI

Ice2Go may use technology solutions, including services provided by OpenAI, to improve operations and customer experience.

These tools are used responsibly and do not replace human oversight where necessary.

14. Privacy

Your use of Ice2Go is also governed by our Privacy Policy. Please review it to understand how we collect and use your data.

15. Modifications to Terms

We reserve the right to update these Terms at any time. Continued use of our services after updates constitutes acceptance of the revised Terms.

16. Governing Law

These Terms are governed by the laws of Morocco. Any disputes shall be subject to the jurisdiction of Moroccan courts.

17. Contact Information

For any questions regarding these Terms:

Ice2Go

Email: ice2go.morocco@outlook.com

Location: Complexe Centre C Annour, Imm 06 Bloc B Bureau 5, Temara, Morocco
