

TERMS OF SERVICE

Effective Date: 12-01-2026

Company: Doingz Tech Global LTD

Product: Numus Logistics Platform

These Terms of Service (“Terms”) govern your use of the Numus Logistics platform, including our website, mobile apps, APIs, dashboards, and services (collectively, the “Platform”).

By creating an account or using Numus, you agree to these Terms.

1. Who Can Use Numus

You must:

- Be at least 18 years old
- Provide accurate information
- Have legal authority to run or represent a business

If you are using Numus on behalf of a company, you confirm that you are authorized to bind that company.

2. What Numus Provides

Numus is a **logistics management platform** that allows businesses to:

- Receive delivery orders
- Assign drivers
- Track deliveries
- Collect payments
- Verify pickup, drop-off and delivery using OTPs

Numus is **not a courier company**.

We do not own vehicles, employ drivers, or handle physical goods.

We provide the **technology** only.

3. Definitions

For the purposes of these Terms:

- “Platform” means the Numus logistics technology platform including its website, mobile applications, dashboards, APIs, and related services.
 - “User” means any individual or entity accessing or using the Platform.
 - “Business” means any company, merchant, or organisation using the Platform to manage logistics operations.
 - “Driver” means any individual assigned to transport goods using the Platform.
 - “Customer” means any end user receiving delivery services facilitated through the Platform.
 - “Order” means any delivery request created, assigned, or processed through the Platform.
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4. Accounts & Responsibilities

You are responsible for:

- Keeping your login credentials safe
- All actions done under your account
- Ensuring your staff and drivers follow the rules

Numus is not responsible for:

- Lost items
- Damaged goods
- Driver misconduct
- Business-customer disputes

Those are between the logistics company and its customers.

5. Orders & Delivery Verification

Numus uses **OTP-based verification**:

- Pickup OTP
- Drop-off OTP

- Delivery OTP

Once a correct OTP is entered, the system treats that step as **confirmed**.
Numus is not liable for disputes where OTP was correctly entered.

6. Payments

Businesses may accept payments using payment gateways connected to Numus.

Numus:

- Does not store card or bank details
- Does not guarantee payment success
- Is not responsible for chargebacks or fraud

All payment disputes are handled between the business, customer, and the payment provider.

7. Fees

Numus may charge:

- Platform fees
- Transaction fees
- Subscription or usage fees

These will be shown inside your dashboard or agreement.

Failure to pay may result in account suspension.

8. Prohibited Use

You may NOT:

- Use Numus for illegal activities
- Send fraudulent or fake orders
- Abuse customers or drivers
- Attempt to hack, copy, or reverse-engineer the platform
- Use Numus to launder money or scam users

We may immediately suspend or terminate violating accounts.

9. Data & Privacy

By using Numus, you agree that:

- We process data according to our Privacy Policy
- You have the right to provide customer data you upload

You are responsible for the data you collect from your customers.

10. Service Availability

We aim for high uptime but do not guarantee uninterrupted service.

Numus is not liable for:

- Network outages
 - Server downtime
 - Third-party failures (payment gateways, SMS providers, maps, etc)
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11. Termination

We may suspend or terminate your account if:

- You violate these Terms
- You use Numus for illegal or harmful activities
- You fail to pay fees

You may stop using Numus at any time.

12. Limitation of Liability and Disclaimer of Liability

The Numus Platform and all related services are provided “as is” and “as available” without any warranties of any kind, whether express, implied, or statutory.

To the fullest extent permitted by law, Doingz Tech Global LTD, the Numus Platform, and their respective affiliates, subsidiaries, directors, officers, employees, contractors, agents, shareholders, licensors, and partners make no representations or warranties regarding:

- The reliability, accuracy, or availability of the Platform
- The performance of deliveries facilitated through the Platform
- The conduct, reliability, or actions of drivers, businesses, or customers
- The security of the Platform or absence of errors or interruptions
- The suitability of the Platform for any particular purpose

Use of the Platform is entirely at the User's own risk.

To the maximum extent permitted under applicable law, Doingz Tech Global LTD, Numus, and their affiliates, directors, officers, employees, contractors, agents, and shareholders shall not be liable for any losses, damages, or claims arising from or related to the use of the Platform, including but not limited to:

- Loss or damage to goods
- Failed or delayed deliveries
- Driver conduct or negligence
- Business-customer disputes
- Loss of revenue, profit, or business opportunities
- Data loss
- Service interruptions
- Indirect, incidental, consequential, special, or punitive damages

Numus shall not be responsible for any damages, losses, or liabilities incurred by any User, Business, Driver, or Customer arising from the use of, or reliance upon, the Platform.

Where liability cannot be excluded under applicable law, the total liability of Doingz Tech Global LTD and Numus shall not exceed the total of one month subscription fee.

13. Indemnification

You agree to protect and indemnify Numus against:

- Claims by your customers
 - Driver disputes
 - Regulatory penalties caused by your business
 - Any misuse of the platform
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14. Independent Contractor Relationship

Numus operates solely as a technology platform.

Nothing in these Terms creates any employment, partnership, joint venture, or agency relationship between Numus and any User, Business, Driver, or Customer.

Drivers and logistics providers operating through the Platform are independent contractors and are solely responsible for their activities, conduct, and compliance with applicable laws.

15. Driver Verification

Numus does not guarantee the identity, qualifications, licensing status, or conduct of drivers using the Platform.

Businesses are responsible for conducting their own due diligence, verification, and supervision of drivers assigned to their delivery operations.

The businesses registered on the platform shall be liable for activities of their drivers as Numus shall not be liable for any acts, omissions, negligence, or misconduct by drivers.

16. Prohibited Goods

Users and businesses may not use the Platform to transport or facilitate the transport of prohibited or unlawful items, including but not limited to:

- Illegal drugs or narcotics
- Firearms, ammunition, or weapons

- Explosives or hazardous materials
- Counterfeit goods
- Stolen property
- Cash or negotiable instruments
- Any items prohibited by Nigerian law

The businesses agree indemnify Numus from all liabilities in the event that this is done. Furthermore, Numus reserves the right to suspend or terminate accounts involved in the transportation of prohibited goods.

17. Intellectual Property

All intellectual property rights in the Platform, including but not limited to software, trademarks, logos, designs, databases, and content, are owned by Doingz Tech Global LTD or its licensors.

Users or businesses may not:

- Copy
- Reproduce
- Distribute
- Modify
- Reverse engineer
- Create derivative works from the Platform

without prior written permission from Numus.

18. Account Suspension

Numus reserves the right to suspend or restrict access to any account where:

- Failure to pay subscription fees
- Fraudulent activity is suspected
- Security risks are detected

- The Platform is being misused
- A violation of these Terms has occurred

Suspension may occur without prior notice where necessary to protect the integrity of the Platform.

19. SMS and OTP Delivery

Numus uses third-party telecommunications providers to deliver SMS and OTP verification messages.

Numus does not guarantee successful or timely delivery of such messages and shall not be liable for delays or failures caused by mobile network operators, SMS gateways, or device-related issues.

20. Data Ownership

Users retain ownership of the data they upload to the Platform.

By using Numus, Users grant Numus a non-exclusive, worldwide licence to process, store, and analyse such data solely for the purpose of operating, improving, and securing the Platform.

21. Force Majeure

Numus shall not be liable for any failure or delay in performing its obligations where such failure or delay is caused by events beyond its reasonable control, including but not limited to:

- Natural disasters
- War or civil unrest
- Government actions
- Internet or telecommunications failures
- Power outages
- Labour strikes

22. Assignment

Numus may assign, transfer, or delegate its rights and obligations under these Terms in connection with a merger, acquisition, restructuring, or sale of assets.

Users may not assign their rights or obligations without the prior written consent of Numus.

23. Changes to These Terms

We may update these Terms.

Continued use means you accept the new version.

24. Governing Law and Dispute Resolution

These Terms are governed by the laws of the **Federal Republic of Nigeria**.

Any dispute arising out of or relating to these Terms shall first be resolved through good faith negotiations between the parties.

If the dispute cannot be resolved through negotiation, it shall be referred to arbitration in Lagos, Nigeria, in accordance with the Arbitration and Mediation Act of Nigeria.

The decision of the arbitrator shall be final and binding.

25. Contact

Email: support@numus.app

Company: Doingz Tech Global LTD

Address: Lagos: Southpointe, Orchid Lekki Lagos Nigeria