

Terms and Conditions

Carbon Zero Pte. Ltd.

Effective Date: 24 August 2026

1. Introduction and Acceptance of These Terms

These Terms and Conditions ("Terms") constitute a legally binding agreement between you, whether personally or on behalf of an entity ("you", "your", or "User"), and Carbon Zero Pte. Ltd., a company based in Singapore ("Carbon Zero", "Company", "we", "us", or "our"). These Terms govern your access to and use of our website, digital platforms, content, products, services, applications, communications, and any other features or offerings made available by us (collectively, the "Platform" and "Services").

By accessing, browsing, registering for, purchasing from, subscribing to, or otherwise using the Platform or Services, you acknowledge that you have read, understood, and agree to be bound by these Terms and any policies or additional terms expressly incorporated by reference. If you do not agree with these Terms, you must not access or use the Platform or Services.

We may make certain Services available subject to additional terms, service descriptions, order forms, or agreements. In the event of a conflict between these Terms and specific terms applicable to a particular Service, the specific terms will apply to the extent of that conflict.

2. Eligibility and Authority

You must be at least 18 years old, or the age of legal majority in your jurisdiction if higher, and have the legal capacity to enter into a binding agreement in order to use the Services.

If you access or use the Platform on behalf of a company, organisation, or other legal entity, you represent and warrant that you have the authority to bind that entity to these Terms. In that case, references to "you" and "your" include that entity.

You are responsible for ensuring that your use of the Platform and Services is permitted under the laws applicable to you. We may restrict or refuse access where necessary to comply with applicable laws, regulations, sanctions, or other legal requirements.

3. Company Information and Contact

The Platform and Services are operated by:

Carbon Zero Pte. Ltd.

Singapore

Email: business@carbonzero.land

You may contact us using the email address above regarding questions, notices, support requests, or other matters relating to the Platform or these Terms.

4. Description and Availability of Services

Carbon Zero may provide information, digital services, products, environmental or sustainability-related offerings, tools, content, communications, and other services through the Platform from time to time. The nature, scope, features, availability, and eligibility requirements of any particular Service may be described on the Platform or communicated separately.

We reserve the right to develop, improve, modify, suspend, withdraw, or discontinue any aspect of the Platform or Services at any time where reasonably necessary. Where you have entered into a separate agreement for a particular Service, that agreement may provide additional rights and obligations.

Availability of the Platform and Services may vary by location, device, technical requirements, or other factors. We do not guarantee that every feature or Service will be available to every User at all times.

5. User Accounts and Registration

Certain features of the Platform may require you to register for an account. When creating or maintaining an account, you agree to provide accurate, current, and complete information and to update that information when necessary.

You are responsible for maintaining the confidentiality of your account credentials and for all activities that occur under your account, except to the extent caused by our failure to maintain appropriate security measures. You must not share your credentials with another person or permit unauthorised use of your account.

You must notify us promptly at **business@carbonzero.land** if you suspect unauthorised access to your account or any other security incident relating to your use of the Platform. We may require identity verification or other reasonable steps before acting on account-related requests.

6. Acceptable Use

You agree to use the Platform and Services responsibly and only for lawful purposes. You must not use the Platform in a manner that could damage, disable, overburden, compromise, or interfere with the operation, security, or enjoyment of the Platform by other Users.

- violate any applicable law, regulation, court order, or third-party right;
- provide information that is false, misleading, fraudulent, or impersonates another person or entity;
- attempt to gain unauthorised access to accounts, systems, databases, networks, or other parts of the Platform;
- introduce viruses, malware, harmful code, or other technologically harmful material;
- interfere with security features, access controls, or the normal operation of the Platform;
- use automated systems, bots, scrapers, or data-mining tools except where expressly authorised by us in writing;
- copy, reproduce, reverse engineer, decompile, disassemble, or exploit any part of the Platform except where expressly permitted by applicable law;
- use the Platform to send unsolicited, deceptive, or abusive communications.

7. User Content and Communications

If you submit, upload, transmit, or otherwise make content available through the Platform ("User Content"), you remain responsible for that User Content and represent that you have all necessary rights to provide it.

You grant Carbon Zero a non-exclusive, worldwide, royalty-free licence to host, store, reproduce, adapt, and use User Content solely to the extent reasonably necessary to operate, maintain, improve, and provide the Platform and Services, subject to applicable law and our Privacy Policy where Personal Data is involved.

We may remove or restrict access to User Content where we reasonably believe that it violates these Terms, applicable law, or the rights of another person.

8. Intellectual Property Rights

Unless otherwise stated, the Platform and its content, including software, text, graphics, logos, branding, designs, databases, photographs, videos, interfaces, and other materials, are owned by or licensed to Carbon Zero and are protected by applicable intellectual property laws.

Subject to your compliance with these Terms, Carbon Zero grants you a limited, personal, non-exclusive, non-transferable, non-sublicensable, and revocable licence to access and use the Platform for its intended purposes.

You may not use our trademarks, logos, brand names, or other proprietary materials without our prior written consent. Nothing in these Terms transfers ownership of any intellectual property rights to you.

9. Third-Party Services and Links

The Platform may contain links to third-party websites, applications, products, services, or content. These third parties are independent of Carbon Zero, and we do not control their content, availability, policies, or practices.

Your use of third-party services is subject to the terms and privacy policies of the relevant third party. Carbon Zero is not responsible for losses or issues arising from your dealings with third parties except where liability cannot be excluded under applicable law.

10. Orders, Payments and Purchases

Where we offer paid products or services, the applicable price, payment terms, taxes, and any relevant conditions will be presented to you before completion of the relevant transaction or otherwise communicated to you.

You agree to provide accurate and current payment and billing information and authorise applicable charges associated with purchases you make. Payment processing may be carried out by independent payment service providers subject to their own terms and conditions.

Unless otherwise stated, prices may be changed prospectively. Refund, cancellation, renewal, or subscription rights may be subject to separate terms presented in connection with the relevant purchase and to applicable law.

11. Environmental and Sustainability Information

Where the Platform provides information relating to carbon, environmental, climate, sustainability, or related matters, such information may be based on third-party information, methodologies, standards, estimates, calculations, assumptions, or data available at the relevant time.

Unless expressly stated otherwise in writing, environmental or sustainability information is provided for general informational and service-related purposes and should not be interpreted as a guarantee of a particular environmental, commercial, financial, or regulatory outcome.

Methodologies, standards, and data sources may evolve over time. Carbon Zero may update relevant information or calculations where appropriate as information or methodologies change.

12. Communications and Electronic Notices

By providing us with contact information, you agree that we may communicate with you electronically regarding your account, transactions, Services, support requests, and other matters related to your relationship with us, subject to applicable law.

Electronic notices may be delivered through the Platform, by email, or through other reasonable electronic means. You are responsible for maintaining an active and accurate email address and reviewing communications sent to you.

Marketing communications will be provided in accordance with applicable law and your communication preferences, and you may opt out of marketing communications where an opt-out option is provided.

13. Privacy and Data Protection

We process Personal Data in accordance with our Privacy Policy and applicable data protection laws. Our Privacy Policy explains the types of information we may collect, how we may use and share it, and the rights that may be available to you.

By using the Platform, you acknowledge that certain information may need to be processed in order to provide the Services, maintain security, comply with legal obligations, and operate our business in accordance with our Privacy Policy.

14. Service Availability and Maintenance

We aim to maintain a reliable Platform, but the Platform may occasionally be unavailable due to maintenance, updates, technical issues, network failures, or circumstances outside our reasonable control.

We may perform scheduled or emergency maintenance and may make changes to the Platform to address security issues, improve functionality, or comply with legal or technical requirements. Where practical, we may provide notice of significant planned interruptions.

15. Disclaimers

To the maximum extent permitted by applicable law, the Platform and Services are provided on an “as available” and “as provided” basis. While we take reasonable steps to provide useful and reliable Services, we do not guarantee that the Platform will always be uninterrupted, error-free, secure, or available at a particular time.

Information made available through the Platform may change over time. You should independently assess information where it is important to your particular circumstances. Nothing on the Platform constitutes financial, investment, legal, tax, accounting, or other professional advice unless expressly stated otherwise in writing.

16. Limitation of Liability

To the maximum extent permitted by applicable law, Carbon Zero shall not be liable for indirect, incidental, special, consequential, exemplary, or punitive losses arising from or relating to your use of, or inability to use, the Platform or Services.

Nothing in these Terms excludes or limits liability that cannot lawfully be excluded or limited. Where mandatory consumer protection laws apply, your statutory rights remain unaffected.

Any limitation of liability contained in these Terms applies to the fullest extent permitted by applicable law and is intended to allocate risk fairly between the parties.

17. Indemnification

To the extent permitted by applicable law, you agree to indemnify and hold Carbon Zero and its directors, officers, employees, representatives, and service providers harmless from claims, liabilities, damages, losses, and reasonable expenses arising from your unlawful use of the Platform, your breach of these Terms, or your infringement of another person's rights.

This obligation applies only to the extent that the relevant claim or loss results from your actions or omissions and does not limit any rights you may have under mandatory applicable law.

18. Suspension and Termination

We may suspend, restrict, or terminate your access to the Platform or Services where reasonably necessary, including where we believe there has been a breach of these Terms, unlawful activity, a security concern, fraudulent conduct, or misuse of the Services.

You may stop using the Platform at any time. Where a Service is subject to a subscription or separate agreement, termination or cancellation may also be governed by the terms applicable to that Service.

Termination or suspension does not affect rights, remedies, obligations, or liabilities that accrued before the effective date of termination. Provisions that by their nature should survive termination will continue to apply.

19. Changes to the Platform and These Terms

We may update these Terms from time to time to reflect changes to our Platform, Services, business practices, technology, or applicable legal requirements. The latest version will be posted on the Platform with an updated effective date.

Where a change is material, we may provide additional notice where required or appropriate. Your continued use of the Platform after updated Terms take effect constitutes acceptance to the extent permitted by applicable law.

If you do not agree to an updated version of the Terms, you should stop using the affected Services, subject to any separate contractual commitments that may apply.

20. Governing Law and Dispute Resolution

These Terms shall be governed by and construed in accordance with the laws of Singapore, without regard to conflict of law principles that would require the application of another jurisdiction's laws.

Any dispute arising out of or in connection with these Terms or the Platform shall be subject to the jurisdiction of the courts of Singapore, unless mandatory applicable law provides otherwise.

Before commencing formal proceedings, the parties are encouraged to attempt to resolve disputes through good-faith discussions where appropriate.

21. General Provisions

Entire Agreement. These Terms, together with our Privacy Policy and any applicable service-specific terms, order forms, or agreements, constitute the agreement between you and Carbon Zero regarding your use of the relevant Platform or Services.

Severability. If any provision of these Terms is found to be invalid, illegal, or unenforceable, that provision will be modified or limited to the minimum extent necessary, and the remaining provisions will continue in full force to the extent permitted by law.

No Waiver. A failure or delay by Carbon Zero to enforce any provision of these Terms does not constitute a waiver of that provision or any other provision.

Assignment. You may not assign or transfer your rights or obligations under these Terms without our prior written consent. Carbon Zero may assign or transfer its rights or obligations as part of a corporate reorganisation, merger, acquisition, or transfer of relevant business assets, subject to applicable law.

Force Majeure. Neither party will be responsible for a delay or failure to perform obligations caused by circumstances beyond its reasonable control, subject to applicable law.

Relationship. Nothing in these Terms creates a partnership, joint venture, employment, agency, or fiduciary relationship between you and Carbon Zero unless expressly agreed in writing.

22. Contact Us

For questions, notices, or concerns regarding these Terms and Conditions, please contact:

Carbon Zero Pte. Ltd.

Singapore

Email: business@carbonzero.land