



Terms and Conditions

Last Updated: August 5, 2026

Please read these Terms and Conditions ("**Terms**") carefully before using kwino.com or piddel.com (the "**Sites**" or the "**Service**"), or purchasing or reserving any Kwino Ecolux or PIDDÈL product.

1. Definitions

- "**Account**" means a registered account on the Sites.
 - "**Company**," "**we**," "**us**," "**our**" refers to Kwino Ecolux, LLC, 4581 Weston Rd #261, Weston, FL 33331, United States.
 - "**Content**" means text, images, reviews, or other material posted or submitted by a user.
 - "**Products**" means PIDDÈL branded goods and any other goods sold or offered through the Sites.
 - "**Sites**" or "**Service**" means kwino.com and piddel.com.
 - "**You**" means the individual accessing or using the Service, or the entity on whose behalf they are acting.
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2. Acceptance of Terms

By accessing or using the Service, placing an order, joining our waitlist, or creating an Account, you agree to be bound by these Terms and by our Privacy Policy and Cookies Policy, which are incorporated by reference. If you do not agree, do not use the Service.

3. Eligibility

You must be at least 18 years old, or the age of majority in your jurisdiction if higher, to create an Account, place an order, or otherwise enter into a binding transaction through the Service. If you are the parent or guardian of a minor who uses the Service under your supervision (for example, to browse product information), you are responsible for that use.

4. Accounts

- Creating an Account is optional for browsing and for guest checkout, but is required (or recommended) for order tracking, priority waitlist updates, saved order history, and initiating returns.
- Accounts are created and accessed using an email address and password; we do not currently support third-party social login (e.g., "Sign in with Google/Facebook").
- You must provide accurate, current, and complete information when creating an Account and keep it up to date.
- You are responsible for maintaining the confidentiality of your password and for all activity under your Account. Notify us immediately at the contact information in Section 20 if you suspect unauthorized use of your Account.

PIDDÈL, the world's first urinal for the home and shared bathroom.

- We may suspend or terminate your Account for violation of these Terms, as described in Section 16.

5. Products, Pricing, and Availability

- Product descriptions, images, and specifications are provided for informational purposes and may change without notice at the discretion of the company.
- Where pricing is not listed on a product page, pricing and availability are provided upon request by contacting us directly.
- We reserve the right to correct pricing or listing errors, limit order quantities, and refuse or cancel orders (including pre-orders), including after an order has been submitted or confirmed, in our reasonable discretion, for example, in cases of suspected fraud, pricing errors, or product unavailability. If we cancel a confirmed order, we will refund any payment already collected for that order.
- Pre-launch pricing may be offered to early participants in the PIDDÈL waitlist/pre-order program and is not guaranteed to remain available after the official product launch; prices may increase at or after launch.

6. Pre-Orders, Reservations, and Waitlist

Some Products are currently offered on a pre-order or reservation basis in advance of general availability. In addition to the other provisions of these Terms, the following apply to pre-orders, consistent with the FTC's Mail, Internet, or Telephone Order Merchandise Rule (16 C.F.R. Part 435):

- **When you are charged:** unless stated otherwise at checkout, you will be charged at the time your order or pre-order is placed, to secure your place in the queue and reserve your unit.
- **Expected shipping window:** we will provide our best current estimate of the shipping/launch timeframe on the Sites at the time you order. Launch and shipping dates are estimates and may change; if we learn of a material delay, we will notify you and offer you the choice to (a) consent to the delay, (b) cancel your order for a full refund, or (c) take any other option we make available, consistent with applicable law.
- **Modifying or canceling:** you may modify or cancel your pre-order at any time before the official shipping date through your Account dashboard or by contacting us; we will refund amounts paid for canceled pre-orders using the original payment method within a reasonable time.
- **No guarantee of specific launch date:** any launch date referenced on the Sites or in marketing materials is our current good-faith estimate and is subject to change; it is not a guaranteed delivery date.

7. Payment

- We accept major credit and debit cards, Apple Pay, Google Pay, and PayPal, and other methods as may be indicated at checkout.
- Payments are processed by third-party payment processors (for example, PayPal and/or Stripe). By providing payment information, you represent that you are authorized to use the payment method provided.

- We do not store your full payment card number. Our payment processors use industry-standard encryption and security measures to protect payment data; however, no system is completely secure, and we cannot guarantee absolute security.

8. Shipping and Delivery

- We ship domestically within the United States and internationally. Shipping rates, taxes, duties, and delivery times vary by destination and will be shown at checkout where available.
- Once a product has officially launched and shipped, estimated shipping times are approximately 3–5 business days for U.S. domestic orders and approximately 7–14 business days for international orders; these are estimates, not guarantees, and actual times may vary due to carrier, customs, or other factors outside our control.
- Tracking information will be provided by email once your order ships.
- Risk of loss and title to Products pass to you upon our delivery to the shipping carrier, except where applicable consumer-protection law provides otherwise.

9. Returns, Refunds, and Warranty

- **Returns (Change of Mind):** Unless a specific product page or order confirmation states otherwise, products purchased through the Sites may be returned within 30 days of delivery for a full refund of the purchase price, provided the product is unused, uninstalled, and returned in its original packaging with all accessories and included materials. For health and safety reasons, a product that has come into contact with urine or any other bodily fluid cannot be returned under this policy, regardless of the 30-day window. Return shipping costs are the customer's responsibility, unless otherwise specify at the point of sale. Refunds are issued to your original payment method within 5 business days of our receipt and inspection of the returned Product. To start a return, sign in to your Account, go to your order history, and select "Initiate Return" to receive instructions and a return label, or contact us at the information in Section 20.
- **Damaged, Defective, or Incorrect Items:** If your product arrives damaged, defective, or different from what you ordered, contact us within 30 days of delivery using the information in Section 20 or your Account order history. We will provide a prepaid return label at no cost to you and, at our discretion, a replacement, repair, or full refund. This applies even if the product has been used or installed, provided the issue is reported promptly after discovery.
- **Warranty:** Products come with a 1-year manufacturer's warranty from the date of delivery, covering defects in materials or workmanship under normal use when installed and operated in accordance with the included instructions. This warranty excludes normal wear and tear; damage from misuse, accident, or unauthorized modification; and damage from improper installation, including installation not performed per the included instructions or, where required by local plumbing code, not performed by a licensed professional. The warranty is void if the product has been opened, disassembled, or otherwise tampered with. If a covered defect is confirmed, we will, at our discretion, repair the product, replace it, or refund the purchase price. To file a claim, contact us at the information in Section 20 with proof of purchase and a description of the defect. This warranty extends to the original purchaser only and is not transferable.
- **Pre-order refunds:** See Section 6 for cancellation/refund terms specific to pre-orders.

- Nothing in this Section limits any non-waivable statutory consumer warranty, right of withdrawal, or return right you may have under applicable law, including, without limitation, the U.S. Magnuson-Moss Warranty Act and applicable state consumer-protection or implied-warranty law, and for EU/UK/other consumers, any mandatory local consumer-protection rights (including any statutory right of withdrawal, which may apply independently of the policy above).

10. Product Use and Installation

You are responsible for installing and using the products in accordance with the instructions provided with the product or on the Sites. Kwino Ecolux is not liable for damage, injury, or malfunction resulting from improper installation, misuse, negligence, unauthorized modification, or failure to follow provided instructions. PIDDEŁ products are general consumer bathroom-hygiene products and are not medical devices; nothing on the Sites should be understood as medical advice.

11. Product Reviews and User Content

- The Sites allow you to submit product reviews, ratings, and related content (“**Content**”). You are solely responsible for the Content you submit, including its accuracy and legality.
- By submitting Content, you grant us a non-exclusive, worldwide, royalty-free, sublicensable license to use, reproduce, display, publish, and distribute that Content in connection with operating and promoting the Sites and products. You retain ownership of your Content, and represent that you have the right to grant us this license and that your Content does not violate any third party’s rights.
- We may, but are not obligated to, remove, edit, or refuse to publish Content that we determine, in our discretion, is false, misleading, unlawful, defamatory, obscene, infringing, spam, or otherwise inappropriate.
- If you believe Content on the Sites infringes your copyright, you may submit a notice under the Digital Millennium Copyright Act (DMCA) to our copyright agent at info@kwino.com, including: (i) a signature of the copyright owner or authorized representative; (ii) identification of the copyrighted work; (iii) identification of the allegedly infringing material and its location on the Sites; (iv) your contact information; (v) a statement of good-faith belief that the use is unauthorized; and (vi) a statement, under penalty of perjury, that the notice is accurate and that you are authorized to act. Misrepresenting that material is infringing may result in liability for damages.

12. Prohibited Conduct

You agree not to: violate any law; infringe any intellectual property or privacy rights; upload viruses or malicious code; attempt to gain unauthorized access to the Sites or other users’ Accounts; interfere with the operation of the Sites; impersonate any person or entity; or submit false, defamatory, or fraudulent Content or orders.

13. Intellectual Property

The Sites and their original content (excluding user-submitted Content), including text, graphics, logos, and the PIDDEËL and Kwino Ecolux names and marks, are the property of Kwino Ecolux, LLC and its licensors and are protected by U.S. and international intellectual property laws. You may not use our trademarks or trade dress without our prior written consent.

14. Feedback

If you provide us with suggestions or feedback about the Service or Products, you grant us a perpetual, irrevocable, royalty-free, worldwide license to use that feedback for any purpose without compensation or attribution to you.

15. Third-Party Links and Services

The Sites may link to or integrate with third-party services (including social media platforms, payment processors, and marketing tools identified in our Privacy Policy). We do not control and are not responsible for the content, policies, or practices of those third parties.

16. Termination

We may suspend or terminate your Account or access to the Service at any time, with or without notice, for conduct that violates these Terms or that we determine is harmful to other users, us, or third parties, or for any other reason at our discretion, subject to any obligations we may have to fulfill orders you have already paid for (or to refund you). You may stop using the Service, or request deletion of your Account, at any time by contacting us.

17. Disclaimers

THE SERVICE AND PRODUCTS ARE PROVIDED "AS IS" AND "AS AVAILABLE," WITHOUT WARRANTIES OF ANY KIND, EXPRESS OR IMPLIED, EXCEPT AS EXPRESSLY STATED IN SECTION 9 (WARRANTY) OR AS REQUIRED BY APPLICABLE LAW. TO THE MAXIMUM EXTENT PERMITTED BY LAW, WE DISCLAIM ALL IMPLIED WARRANTIES, INCLUDING MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, AND NON-INFRINGEMENT. WE DO NOT WARRANT THAT THE SITES WILL BE UNINTERRUPTED, ERROR-FREE, OR SECURE. SOME JURISDICTIONS DO NOT ALLOW THE EXCLUSION OF CERTAIN WARRANTIES, SO SOME OF THE ABOVE EXCLUSIONS MAY NOT APPLY TO YOU, IN WHICH CASE THEY APPLY TO THE MAXIMUM EXTENT PERMITTED BY LAW.

18. Limitation of Liability

TO THE MAXIMUM EXTENT PERMITTED BY LAW, KWINO ECOLUX, LLC AND ITS OFFICERS, EMPLOYEES, AND SUPPLIERS WILL NOT BE LIABLE FOR ANY INDIRECT, INCIDENTAL, SPECIAL, CONSEQUENTIAL, OR PUNITIVE DAMAGES, OR ANY LOSS OF PROFITS, DATA, OR GOODWILL, ARISING FROM YOUR USE OF THE SERVICE OR PRODUCTS. OUR TOTAL LIABILITY FOR ANY CLAIM ARISING FROM THESE TERMS OR



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THE SERVICE WILL NOT EXCEED THE GREATER OF (A) THE AMOUNT YOU PAID US IN THE 12 MONTHS BEFORE THE CLAIM AROSE, OR (B) \$100. THIS LIMITATION DOES NOT APPLY TO LIABILITY THAT CANNOT BE LIMITED UNDER APPLICABLE LAW (SUCH AS LIABILITY FOR PERSONAL INJURY CAUSED BY OUR NEGLIGENCE, WHERE NON-WAIVABLE). SOME JURISDICTIONS DO NOT ALLOW THESE LIMITATIONS, IN WHICH CASE THEY APPLY TO THE MAXIMUM EXTENT PERMITTED BY LAW.

19. Indemnification

You agree to indemnify and hold harmless Kwino Ecolux, LLC and its officers, employees, and agents from claims, damages, and expenses (including reasonable attorneys' fees) arising from: (a) your violation of these Terms; (b) your Content; or (c) your misuse of a Product contrary to the instructions provided.

20. Dispute Resolution; Arbitration Agreement and Class Action Waiver

Please read this section carefully, it affects your legal rights, including your right to go to court and to a jury trial.

20.1 Informal Resolution First. Before filing a claim, you agree to contact us at info@kwino.com and attempt in good faith to resolve the dispute informally for at least 30 days.

20.2 Agreement to Arbitrate. If we cannot resolve a dispute informally, you and Kwino Ecolux, LLC agree that any dispute, claim, or controversy arising out of or relating to these Terms, the Service, or Products (a "**Claim**") will be resolved by binding individual arbitration administered by the American Arbitration Association (AAA) under its Consumer Arbitration Rules, rather than in court, except as set out below. This agreement to arbitrate is governed by the Federal Arbitration Act.

20.3 Class Action and Jury Trial Waiver. YOU AND KWINO ECOLUX, LLC EACH WAIVE THE RIGHT TO A JURY TRIAL AND TO PARTICIPATE IN A CLASS ACTION, CLASS ARBITRATION, OR REPRESENTATIVE ACTION. Claims must be brought in an individual capacity only, and the arbitrator may not consolidate more than one person's claims.

20.4 Exceptions. Either party may bring an individual claim in small claims court if it qualifies, and either party may seek injunctive relief in court for intellectual property infringement or unauthorized access to the Service.

20.5 Right to Opt Out. You may opt out of this arbitration agreement by sending written notice to info@kwino.com within 30 days of first accepting these Terms, stating your name and a clear statement that you wish to opt out of arbitration. If you opt out, disputes will be resolved in the courts identified in Section 21, and the class-action waiver in Section 20.3 will not apply to you to the extent it depends on arbitration.

20.6 Severability of This Section. If any part of this Section 20 is found unenforceable, the remainder will remain in force, except that if the class-action waiver is found unenforceable as to a particular claim, that claim (and only that claim) may proceed in court rather than in arbitration for that limited purpose.

21. Governing Law and Venue

These Terms are governed by the laws of the State of Florida, United States, without regard to conflict-of-laws principles, except to the extent the Federal Arbitration Act applies to Section 20. For any matter not subject to arbitration (or for individuals who validly opt out under Section 20.5), the state and federal courts located in Broward County, Florida will have exclusive jurisdiction, and you consent to personal jurisdiction there. If you are a consumer located in the EU or UK, you will additionally benefit from any mandatory consumer-protection provisions of the law of your country of residence that cannot be displaced by agreement.

22. Export and Sanctions Compliance

You represent that you are not located in a country subject to a U.S. government embargo or designated as a “terrorist-supporting” country, and that you are not on any U.S. government list of prohibited or restricted parties.

23. Severability and Waiver

If any provision of these Terms (other than as addressed in Section 20.6) is held unenforceable, it will be modified to the minimum extent necessary to make it enforceable, or severed, and the remaining provisions will continue in full force. Our failure to enforce a right or provision is not a waiver of that right or provision.

24. Entire Agreement; Translation

These Terms, together with our Privacy Policy and Cookies Policy, constitute the entire agreement between you and Kwino Ecolux, LLC regarding the Service. If these Terms are translated into another language (the Sites are currently available in English, French, and Spanish) and there is a conflict between versions, the English-language version controls.

25. Changes to These Terms

We may modify these Terms at any time. If a change is material, we will provide at least 30 days’ notice before it takes effect (for example, by email or a prominent Site notice), except for changes required by law, which may take effect immediately. Continued use of the Service after changes take effect constitutes acceptance of the revised Terms.

26. Contact Us

Kwino Ecolux, LLC 4581 Weston Rd #261, Weston, FL 33331, United States General inquiries, legal notices, arbitration opt-out, and DMCA notices: info@kwino.com Customer support: support@kwino.com Phone: 800-988-7484