NESORA

CREATE · CONNECT · EARN

Terms of Service

NESORA — CREATE · CONNECT · EARN

Platform Operator: NESORA SYSTEMS LTD

Platform Tagline: CREATE · CONNECT · EARN

Contact Email: hello@nesora.com

Creator Payout Schedule: Monthly window (21st to 28th)

Long-form Free Preview: First 60 seconds free

1. Introduction and Acceptance

These Terms of Service (“Terms”) govern your access to and use of NESORA, including its website, applications, Fan Space, Creator Space, content, credit-based viewing, creator tools, payment features and related services (together, the “Platform”). NESORA is operated by the company responsible for the NESORA service (“NESORA”, “we”, “us” or “our”).

By creating an account, accessing the Platform, purchasing or using credits, uploading content, or using creator tools, you agree to these Terms and the policies contained in or linked from them. If you do not agree, do not use the Platform.

These Terms apply to fans, creators and other Platform users. Additional rules displayed for a particular feature or promotion form part of these Terms for that feature.

2. Eligibility and Account Responsibilities

- You must provide accurate information, keep your account details current, and protect your login credentials.
- You must meet the age requirement displayed by NESORA and have legal capacity to enter into these Terms. NESORA may apply age restrictions or additional safeguards to protect minors.
- Do not impersonate another person, create fraudulent or duplicate accounts, misuse another person’s payment method, manipulate engagement, or attempt to evade a suspension.
- You are responsible for activity carried out through your account. Notify NESORA promptly at hello@nesora.com if you suspect unauthorised access.
- NESORA may request identity, age, payment or payout verification where reasonably necessary for security, fraud prevention, legal compliance or creator payments.

3. Fan Space and Creator Space

NESORA provides distinct experiences for content consumers and creators. Fan Space is intended for discovering and consuming eligible content. Creator Space is intended for publishing content, managing creator activity, engaging with fans, viewing analytics and accessing monetization features.

The features available to an account may depend on account status, device, location and the current version of the Platform. Creator analytics and estimated earnings are informational and may be adjusted for invalid activity, refunds, reversals, calculation errors or other applicable adjustments.

4. NESORA Credit-Based Content Consumption

NESORA uses a credit-based system for eligible content consumption. Credits are units used within the Platform to access eligible content under the prices and rules shown to the user. Credits are not bank deposits, shares, investments, cryptocurrency or general-purpose money, and cannot be transferred or exchanged for cash unless NESORA expressly provides that feature.

Before chargeable viewing begins, NESORA will display the applicable charge, charging unit and any free viewing period. Users are responsible for reviewing the displayed price and may stop viewing to avoid further charges.

For eligible long-form content, NESORA's viewing flow may provide the first 60 seconds without a consumption charge. At the end of that period, the user may be asked whether to continue or exit. If the user chooses to continue, applicable charges are applied to eligible viewing under the rate displayed in the Platform. Short-form content may be charged from the beginning of eligible viewing, as shown before or when playback begins.

Where the rate of ¦0.20 per eligible viewing minute is displayed, that rate applies according to the charging and rounding rules shown in the Platform. The Platform's displayed rate and transaction record govern the applicable charge. Buffering, paused playback, partial minutes, replays and other edge cases will be handled according to the Platform's published charging logic.

Funding offers, credit conversion, promotional credits and any expiry or usage limits will be shown at the point of purchase or in the relevant offer. Credits represent NESORA consumption value; references to storage or data units are explanatory only and do not mean the user is purchasing physical storage capacity.

Users should contact hello@nesora.com if a balance or charge appears incorrect. NESORA may investigate suspected fraud or technical errors and correct a demonstrable error with a transaction record and a route to request review.

5. Funding and Payment Processing

Payments may be processed through Paystack or another payment provider identified during checkout. The provider may apply its own terms and processing rules. Users must only use payment methods they are authorised to use.

- The amount to be paid and the credits or benefits to be received will be shown before payment is confirmed.
- Credits will be added after payment confirmation, subject to the payment provider's settlement and verification process.
- If a payment is debited but credits are not received, contact hello@nesora.com and provide the transaction reference and relevant evidence.
- NESORA may investigate chargebacks, duplicate transactions, failed payments and suspected fraud. Any adjustment to a balance will be handled in accordance with applicable law and the relevant transaction facts.
- Fan credits are for consumption within NESORA and are not cash-withdrawable unless NESORA expressly announces and enables a cash-out feature.

6. Creator Content, Ownership and Licence

Creators retain ownership of content they own. By uploading or publishing content on NESORA, a creator grants NESORA a non-exclusive, worldwide licence, for as long as the content is made available through the Platform, to host, store, reproduce, encode, transcode, display, perform, stream, distribute within NESORA, and use the content's title, thumbnail, creator name and reasonable excerpts to operate, present, recommend and promote the content on the Platform.

NESORA may make technical changes required for playback, accessibility, security, formatting and delivery. Any broader use of creator content in external advertising or commercial campaigns will be subject to the applicable creator terms or a separate permission where required.

Creators confirm that they own or have obtained the rights, licences, permissions and releases needed for all material they upload, including music, footage, scripts, performances, artwork and third-party material. Creators must not upload content that infringes copyright, trademarks, privacy, publicity rights or other legal rights.

Creators are responsible for the accuracy of their account and payout details and for supplying information required to process payments lawfully.

7. Creator Monetization and Earnings

NESORA enables eligible creators to earn from qualifying consumption of their content under the monetization rules displayed on the Platform. Earnings depend on eligible activity, the applicable rate, the creator revenue allocation, adjustments, reversals, fees and any legally required deductions.

Creators must not generate artificial views, use bots, purchase fake engagement, coordinate fraudulent consumption, exploit referrals or manipulate the credit system. NESORA may investigate suspicious activity and temporarily hold disputed amounts while the review is ongoing. Where reasonably possible, NESORA will explain the reason and provide a way to challenge the decision.

Creator dashboards may show estimated earnings before final reconciliation. The amount payable is the amount confirmed in the relevant payout statement after applicable adjustments.

NESORA does not guarantee a particular number of views, followers, earnings or income. Creators are responsible for their own tax obligations, subject to any withholding or reporting duties NESORA has under applicable law.

8. Creator Payout Schedule

NESORA processes eligible creator payouts during its monthly payment window, from the 21st to the 28th of each month.

Payout timing depends on the creator completing any required verification, maintaining accurate payout details, meeting applicable payout conditions, and the processing time of banks and payment providers. Weekends, public holidays, payment-provider delays, security reviews, legal requirements or incorrect account details may affect when funds arrive.

Creators should be able to review a payout statement showing the calculation period, eligible activity, gross earnings, applicable deductions or adjustments, and net amount payable. If a payout has not arrived by the end of the stated window, the creator may contact hello@nesora.com for a status update.

Any minimum payout threshold, withdrawal charge, revenue-share percentage, tax deduction or other payout condition that applies will be communicated to creators through the Creator Space or the applicable creator terms before it takes effect.

9. Referral Codes and Promotions

Referral codes, discounts and rewards are governed by the offer displayed when the user participates. A referral reward is earned only when the transaction satisfies the offer's eligibility conditions and is successfully completed.

Users must not use fake accounts, self-referrals, reversed payments or other manipulation to claim referral benefits. NESORA may withhold or reverse rewards connected to fraud, abuse or invalid transactions after reasonable review.

The terms, rates, eligibility and duration of each promotion will be stated in the relevant offer. NESORA may change or end a promotion prospectively, subject to applicable law and any reward already validly accrued.

10. Refunds, Reversals and Cancellations

Refund requests are assessed based on the transaction, whether credits were delivered or used, the reason for the request, payment-provider rules and applicable law.

- If payment is confirmed but credits are not delivered due to a verified NESORA technical failure, the user may request correction or a refund.
- Duplicate charges, demonstrable billing errors and unauthorised transactions will be investigated.
- Where credits have been used to consume content, a refund is not automatic solely because the user did not enjoy the content. This does not remove rights that apply where a service was not delivered, materially misdescribed, defective or otherwise subject to a legal refund entitlement.

• Approved refunds will be processed through the original payment method where reasonably possible and subject to provider processing times.

• To request a review, contact hello@nesora.com with the transaction reference, date, amount and reason for the request.

11. Community Guidelines and Content Moderation

Users must not upload, share or promote content that is unlawful, fraudulent, threatening, harassing, exploitative, sexually abusive toward minors, non-consensual intimate imagery, malware, impersonation, or otherwise infringes another person's rights or violates applicable law.

Creators must accurately describe their content and must not mislead users about ownership, pricing, sponsorship or material facts. NESORA may label, restrict, age-gate, demonetize, remove or limit content where reasonably necessary to enforce these Terms, protect users or comply with law.

NESORA may use automated tools and human review to identify suspected abuse, fraud, harmful content or policy violations. Users may report content or conduct and may appeal eligible moderation decisions through hello@nesora.com.

12. Copyright Complaints and Takedown

A rights holder or authorised representative may report suspected infringement by emailing hello@nesora.com with the subject "Copyright Report". The report should identify the reporter and their authority, the work claimed to be infringed, the specific content or link on NESORA, the basis of the complaint, and a statement that the information is accurate and the use is believed to be unauthorised.

NESORA may restrict or remove reported content while assessing a sufficiently detailed complaint. Where appropriate, NESORA may notify the uploader and consider relevant responses. Repeated or serious infringement may lead to content removal, monetization restrictions or account termination. Knowingly false or abusive reports may be rejected.

Creators must promptly respond to rights inquiries and must not re-upload material removed for infringement unless the issue has been resolved or they have the necessary rights.

13. Account Suspension, Termination and Appeals

NESORA may warn, restrict, suspend or terminate accounts for serious or repeated violations of these Terms, unlawful conduct, fraud, payment abuse, rights infringement, security risks or a legal requirement.

Where reasonably possible, NESORA will provide the reason for an enforcement action and explain how to appeal. Some details may be withheld where disclosure would compromise security, an investigation or another person's rights.

Users may appeal by emailing hello@nesora.com with the subject "Account Appeal", the account identifier, the action being challenged and the reasons for the appeal. NESORA will review appeals fairly and communicate its decision where appropriate.

Upon account closure, access to the Platform may end. Treatment of unused credits, published content, pending creator earnings and retained records will be handled according to the relevant policy, outstanding transactions and applicable law.

14. Privacy, Data Retention and Security

NESORA processes personal data in accordance with its Privacy Policy and applicable Nigerian data-protection law. The Privacy Policy explains the personal data collected, purposes and lawful bases of processing, relevant recipients, retention, transfers, user rights and contact channels.

NESORA applies appropriate technical and organisational measures to protect personal data and restrict access to authorised personnel and service providers. Users should keep their credentials secure and report suspected account or data-security incidents promptly.

Users may request account deletion through the Platform where the feature is available or by contacting hello@nesora.com. NESORA will handle the request under its deletion process. Some records may be retained where required for legal, tax, accounting, security, fraud-prevention or dispute-resolution purposes.

Suspected personal-data breaches are assessed and handled under NESORA's incident-response procedures, including notifications to regulators or affected individuals where required by law.

15. Complaints and Dispute Resolution

For complaints about payments, credits, creator payouts, content, moderation, privacy or account access, contact hello@nesora.com and include enough information for NESORA to identify the issue. NESORA will review complaints and respond within a reasonable period, taking account of the issue's urgency and complexity.

The parties should first attempt to resolve disputes through NESORA's support process. This does not prevent a user from contacting a competent regulator or court or exercising any legal right that cannot be waived.

These Terms are governed by the laws of the Federal Republic of Nigeria, subject to applicable mandatory legal protections.

16. NESORA Intellectual Property

The NESORA name, logo, visual identity, software, interface and original Platform materials belong to NESORA or its licensors. Users receive a limited, revocable, non-transferable right to use the Platform for its intended purpose. Users must not copy, resell, scrape, reverse engineer or misuse Platform materials except where permitted by law.

These Terms do not transfer ownership of a creator's original content to NESORA.

17. Availability and Changes to the Platform

NESORA may update, maintain, suspend or change features to improve the service, address security risks, comply with law or respond to operational needs. NESORA will take reasonable steps to maintain service availability but cannot guarantee uninterrupted access or that every feature will always be available.

NESORA may update these Terms. Material changes will be communicated through the Platform or another reasonable channel, with an effective date. Where required, NESORA will obtain renewed consent. Users who do not accept a material change may stop using the affected service and may close their account subject to outstanding transactions and applicable law.

18. Liability

NESORA will take reasonable steps to operate the Platform securely and reliably. To the extent permitted by law, NESORA is not responsible for losses caused by a user's breach of these Terms, unauthorised use of the user's credentials where the user failed to take reasonable care, or independent third-party services beyond NESORA's reasonable control.

Nothing in these Terms excludes or limits liability or consumer rights that cannot lawfully be excluded or limited under applicable law.

19. Contact

For support, creator payout enquiries, copyright reports, account appeals, privacy requests or complaints, contact:

Email: hello@nesora.com
Platform: NESORA
Tagline: CREATE · CONNECT · EARN