Sila Sim — Terms of Services

These terms govern the purchase and use of travel eSIM data plans sold by Sila Sim in Kuwait. Placing an order means you accept them.

Draft for legal review. Square brackets mark facts only you can supply, and two clauses depend on tests not yet run. Nothing here is legal advice; a Kuwaiti lawyer should review it before publication.

1. Who we are and what these terms cover

Sila Sim is a trading name of [legal entity name], a company registered in the State of Kuwait under commercial registration number [CR number], with its registered address at [address] ("Sila Sim", "we", "us").

These terms form a contract between you and us whenever you buy a travel eSIM data plan from us, whether you order through WhatsApp, our website or an authorised agent. They apply alongside our Privacy Policy.

We sell to individuals aged 18 or over who are buying for their own use or for members of their household or travelling party. If you are buying on behalf of a business, the person placing the order confirms they are authorised to accept these terms for that business.

2. What you are buying

You are buying a **data-only** eSIM profile for a named destination and a named number of days. It gives you mobile internet on partner networks in that destination.

It does not include a phone number, voice calls or SMS. You can still use internet-based calling such as WhatsApp. Some plans cannot receive the verification SMS that banks and apps send, so keep your usual line available for those.

"Unlimited" means unlimited volume, not unlimited speed. Every unlimited plan has a daily full-speed allowance stated on the product. Once you pass it, your connection continues at a reduced speed until the daily allowance resets, and you are never cut off or charged extra. Section 7 sets out the speed we commit to.

We buy capacity from connectivity providers who in turn use local mobile operators. We are a reseller: we are responsible to you for the plan you bought, but we do not own or operate the networks that carry it.

3. Your device

An eSIM only works on a phone that supports eSIM and is **not locked to a carrier**. Checking this is your responsibility before you buy.

To check, dial `*#06#` on your phone. If an **EID** number appears, your phone supports eSIM. If you bought the phone on a contract from a mobile operator, ask that operator whether it is unlocked.

If you buy a plan and then find your phone does not support eSIM or is carrier-locked, you can cancel under section 10 provided you have not installed the eSIM. We cannot refund a plan once it has been installed, because the profile is consumed at that point and our supplier charges us for it.

We may publish a list of compatible devices. Device makers change models frequently, so the list is a guide and not a guarantee for your particular handset or software version.

4. Orders, prices and payment

You order by telling us the destination and the number of days you need, through WhatsApp on [WhatsApp number], through our website at [domain], or through an authorised agent. We then send you a payment link.

All prices are in Kuwaiti dinar (KWD) and include any applicable taxes. The price we quote you at the time of the order is the price you pay. Prices can change at any time before you order, and a quote we have given you holds for [24 hours].

Your order is accepted, and the contract is formed, when we send you the eSIM installation details — not when you pay. If we cannot supply the plan after you have paid, we will tell you and refund you in full.

We accept [KNET, Visa, Mastercard, Apple Pay]. If your bank converts currency or adds a fee, that is a matter between you and your bank. We do not store your card details; our payment provider handles them.

We may refuse or cancel an order where we suspect fraud, where the plan is not available for your destination, or where a price was published in obvious error.

5. Delivery and installation

After payment we send your eSIM to the WhatsApp number you ordered from, usually within minutes. You receive a QR code, a one-tap installation link, and manual installation details as a fallback.

Keep that message. It is your proof of purchase and, on some devices, the only way to reinstall.

An eSIM profile can be installed once, on one device. If you delete it from your phone, you may not be able to install it again, and we cannot promise a replacement. Do not delete an eSIM you still intend to use.

Installation needs an internet connection — use Wi-Fi or your home mobile data. You cannot install an eSIM using the eSIM itself.

You must install the eSIM within [180] days of purchase. After that the profile expires unused and is not refundable.

6. When your plan starts and ends

Your plan runs for the number of days stated on the product, counted in whole days from the moment it starts.

> **To be confirmed before publication.** Choose the wording that matches how the plans behave, and publish only one.
>
> **Option A — starts on first connection.** Your plan starts when the eSIM first connects to a network in your destination. You can install it before you travel without losing time.
>
> **Option B — starts on installation.** Your plan starts as soon as the eSIM is installed and registers on any network. **Install it after you arrive, not before you fly**, or you will lose part of your plan.

Once started, a plan cannot be paused, and days continue to run whether or not you use data. Unused data and unused days are not refunded when a plan expires.

We will tell you in the purchase message, in Arabic and English, exactly when your plan starts and on what date it ends.

7. Speed and fair use

Every unlimited plan states a **daily full-speed allowance** and a **reduced speed** that applies after it. Both are shown on the product page and repeated in your purchase message.

Up to the daily allowance you get the fastest speed the local network gives you, which is usually 4G or 5G. After it, your speed is reduced for the rest of that day and returns to full speed when the allowance resets.

The reduced speed on our plans is at least 1 Mbps. That is enough for messaging, maps, email, social media and WhatsApp voice and video calls. It is not enough for high-definition video streaming or large downloads.

Where a plan carries a different reduced speed, we state that figure on the product and in your purchase message before you buy.

Speed on any mobile network varies with location, the operator, how busy the network is, your device and your distance from a mast. Data on travel eSIMs is routed through an international gateway, which adds some delay compared with a local line. We do not guarantee a particular speed at a particular moment.

If your speed is below the stated reduced speed for more than [12] consecutive hours while you are in an area with coverage, tell us: we will treat that as a fault and deal with it under section 10.

8. Coverage

Your plan works on the partner networks listed for your destination. Your phone usually selects one automatically; on some plans you can choose manually in your phone's network settings.

We do not guarantee that a specific operator will be available, that coverage will reach every area of a country, or that service will be uninterrupted. Coverage inside buildings, underground, at sea, in remote areas and on aircraft is often poor or absent, as it is on any mobile network.

A regional or multi-country plan covers the countries listed on the product. It does not cover a country that is not on that list, even a neighbouring one.

Some countries restrict or block particular services, and some operators block them on roaming connections. We cannot override those restrictions and are not responsible for them.

9. How you may use the service

You may use your plan for normal personal internet use, and you must obey the laws of the country you are in and of Kuwait.

You may not:

- break any law, or help anyone else to
- send spam, malware or anything designed to damage a network or another person
- run a server, a permanent hotspot for other people, or any always-on commercial service over the plan
- use peer-to-peer file sharing or BitTorrent
- use automated means to generate traffic beyond what a person would reasonably use
- resell the plan, or share the QR code with anyone other than the person it was bought for, unless you have a written agency agreement with us
- try to get round a fair use limit, a throttle or a device restriction

These plans are for travellers. They are not a substitute for a home broadband line, and using one as a permanent connection in one place is outside what they are sold for.

If you break this section we may suspend or end your plan without refund, and we may report serious matters to the authorities.

10. Cancellation and refunds

If you have not installed the eSIM, you may cancel within **14 days of purchase** and get your money back, less a processing fee of [KWD 0.250] to cover the payment charge. Tell us on WhatsApp with your order number.

If the eSIM does not work at all, tell us as soon as you notice. We will try to fix it, and if we cannot get you working within **72 hours** of your report we will replace it free or refund you in full with no fee.

If you were charged twice, or charged the wrong amount, we refund the difference in full with no fee.

If an operator or a local restriction stops the plan working through no fault of yours, we refund the unused part of the plan.

We do not normally refund:

- a plan you have installed and used, where it worked as described

- a plan that has expired, even with data left unused
- an eSIM you deleted from your phone after it was working
- speed or coverage that was within what section 7 and section 8 describe
- a plan bought for a device that turned out to be incompatible, once it has been installed
- a purchase made fraudulently or in breach of section 9

Even so, ask. We look at each case on its facts and may offer credit or a part refund where that is fair.

Approved refunds go back to the card or account you paid from. We send them within [5] working days; your bank usually takes a further 5 to 10 working days.

11. Support

Support is on WhatsApp at [WhatsApp number], in Arabic and English, [hours].

When something is wrong, send us your order number, the destination, a screenshot of the problem and, if you can, a screenshot of a speed test. That is usually enough for us to tell whether the issue is the eSIM, the device or the local network.

We aim to answer within [2 hours] during support hours. A problem that needs our supplier to investigate can take longer, and we will keep you informed while it is open.

12. Agents and resellers

You may only resell our plans under a written agency agreement with us. Agents sell at the prices we publish, must pass these terms on to their customers, and must not describe the service in terms that differ from this document — in particular its speed, coverage and refund rules.

An agent is not our employee or partner and cannot make promises on our behalf. If an agent sold you a plan, your contract for that plan is still with us and this document still applies.

We may end an agency at any time if these rules are broken.

13. Our liability

We are responsible for supplying the plan you bought, as described, and for putting things right under section 10 when we do not.

We are not responsible for:

- faults, outages, congestion or restrictions on the local operators' networks
- your device, its settings, its software or its compatibility
- anything you could not do because you had no connection, including missed bookings, missed calls, lost work or lost data
- services you reach over the connection, which are provided by other people

Whatever the cause, our total liability to you for any plan is limited to the amount you paid for that plan. We are not liable for indirect or consequential loss.

Nothing here limits liability that cannot be limited under Kuwaiti law, including liability for fraud.

Neither of us is responsible for failures caused by events outside our reasonable control, such as war, natural disaster, government action, a national network failure or the withdrawal of service by an operator.

14. Changes, suspension and termination

We may change these terms. The version published on [domain] at the time you order is the one that governs your order, and a later change does not affect a plan you have already bought. We show the date of the last change at the top of this page.

We may change or withdraw plans, destinations and prices at any time. This does not affect a plan you have already paid for.

We may suspend or end your plan without refund if you break section 9, if we are required to by law or by an operator, or if we reasonably suspect fraud.

You may stop using the service at any time. Section 10 says when stopping gets your money back.

15. Governing law and disputes

These terms are governed by the laws of the State of Kuwait, and the courts of Kuwait have jurisdiction.

If something goes wrong, come to us first on WhatsApp — almost everything is settled there. If you are not satisfied, write to [complaints email] and we will reply within [10] working days.

You may also raise a complaint with the Ministry of Commerce and Industry's consumer protection department, and with the Communication and Information Technology Regulatory Authority (CITRA) on matters about personal data.

If any part of these terms is found unenforceable, the rest continues to apply.

These terms are published in Arabic and English. If the two versions differ, the [Arabic] version prevails.

Last updated: 2 November 2026.