

# TERMS AND CONDITIONS

## Important Notice

By using this Website in any way, you shall be deemed to have accepted all the Terms and Conditions unconditionally. You must not use this Website if you do not agree to the Terms and Conditions.

## Registration

You are required to register on the online platform before placing your first order.

You will be required to provide certain personal information to register as well as an email address and password. Please ensure that you keep your personal information secure. **We accept no liability for any damages suffered or losses incurred from the unauthorised use of your personal information.**

You will be prompted to enter your email address and password each time you login to this Website.

## Product Availability

All products displayed on this Website are subject to availability. We reserve the right to discontinue or change any of the products and services from time to time without prior notice. We will inform you as soon as possible if any products or services ordered by you are not available or have changed.

## Images

We have made every effort to accurately represent the products for sale on this Website. We however urge you to read the full description of each product before placing an order to avoid any confusion that might be caused by product 'staging' in any of the product images.

## Pricing

Product pricing includes VAT at the percentage required by legislation.

## Payment

Payment can be made for products via:

- a. debit card;
- b. credit card: where payment is made via credit card, you warrant that you are fully authorised to use the credit card supplied for purposes of paying for the products. You also warrant that your credit card has sufficient available funds to cover all the costs;
- c. instant EFT;
- d. cash upon collection.

## Orders

Your order has been received by us once you receive an order confirmation e-mail. You will be notified in advance of any order deadlines that cannot be met.

## Returns & Refunds

You can return any products purchased on the online platform to any Doughlicious store within 60 days of purchasing the products, provided that:

- a. you return it with your valid proof of purchase/ receipt;
- b. the products are in the same condition as when you received it, and all the packaging are intact. No products that have been purchased frozen will be refunded if they are currently or had previously been defrosted.

## **Cancellation**

We reserve the right to cancel any order and/ or your registration in the event of a breach of any of these Terms and Conditions or the General Terms.

## **Risk and Ownership**

Risk in the products shall pass to you or your authorised representative upon collection. We will retain ownership of the products until payment is received in full.

## **Privacy Policy**

We respect your privacy and will take reasonable measures to protect it. We may require you to provide us with personal information which includes but is not limited to:

- a. your name and surname;
- b. your email address;
- c. your mobile number; and
- d. your physical address.

Should your personal information change, please inform us and provide us with updates to your personal information as soon as reasonably possible.

You may choose to provide additional personal information to us, in which event you agree to provide accurate and current information, and not to impersonate or misrepresent any person or entity or falsely state or otherwise misrepresent your affiliation with anyone or anything.

We will not, without your express consent the use of your personal information for any purpose other than as set out below:

- a. in relation to the ordering and sales of products;
- b. to contact you regarding current or new products or services (unless you have opted out from receiving marketing material from us);
- c. to inform you of new features, special offers and promotional competitions offered by us (unless you have opted out from receiving marketing material from us); and
- d. to improve our product selection and your experience on this Website by, for example, monitoring your browsing habits, or tracking your sales on this Website.

We will not, disclose your personal information to any third party other than as set out below:

- a. to our employees and/or third party service providers who assist us to interact with you via this Website, email or any other method, for the ordering of products, and thus need to know your personal information in order to assist us to communicate with you properly and efficiently;
- b. to law enforcement, government officials, fraud detection agencies or other third parties when we believe in good faith that the disclosure of personal information is necessary to prevent physical harm or financial loss, to report or support the investigation into suspected illegal activity, or to investigate violations of these Terms and Conditions;
- c. to our service providers who help with parts of our business operations (fraud prevention, marketing, technology services etc). However, these service providers may only use your information in connection with the services they perform for us and not for their own benefit;
- d. to our suppliers in order for them to liaise directly with you regarding any faulty products you have purchased which requires their involvement.