

# Terms and Conditions

## USE OF CUSTOMER'S INFORMATION

**To provide requested service:** We will use your information,

- i) to allow you accessing our services in the website;
- ii) to deliver your requested the services;
- iii) to make the transaction easy and convenient for you; and iv) to contact you when necessary.

**To improve our service:** We will also use your information to analyse, administer, support, and improve our service. In so doing, we may contact you to address your views on our services and to notify you occasionally about any updates in regard to our services.

**To inform our offers:** if you do not inform otherwise, we may use your contacts to inform you about our other products and services i.e. promotional offers that may be of interest to you.

**For our marketing:** Please note that we may use your comments and feedbacks regarding our website and services for advertising and marketing. Any of your comments in our website will be considered as your consent to us to use such comments and feedbacks on the website. We will only use your first name and city to keep you anonymous.

## COOKIES

Cookies are small amounts of information which we store on your computer. Unless you have refused, our system will issue cookies to your computer when you use the Website (either are a registered or non-registered user). You may give your consent (accept or reject) about cookies by activating or deactivating them in the setting on your browser.

Cookies will allow you easy log on and future use of our Website. They will also allow us to monitor website traffic and to personalise the content of the site for you. However, deactivating the cookies may obstruct you of using some features on the Website.

For your information, cookies do not contain any confidential information, i.e., your home address, telephone number or credit card details, which may cause you any financial fraud. We also do not allow any third party websites or external data suppliers to exchange cookies.

Your browser also generates other information, such as, language the site is displayed in, and your IP address. Your IP address is automatically logged by our servers and used to collect traffic data about visitors to our websites. However, we do not use your IP address to identify you personally. We only keep cookies for the duration of your visit to our website, except where you save your login name as referred to above.

## HOW TO MAKE AN ORDER AND HOW IT IS PROCESSED

Your order will be processed in three steps:

1. You select your order from our menu and submit your order by clicking on the "proceed" button. It is your responsibility to enter and correct any errors before clicking on the "proceed" button. once you have clicked on the 'proceed' button, you will not be able to amend any errors. If you want to decline your order before clicking the 'proceed' button, please make sure that you close the application window.
2. On receipt, will begin processing your order. We will also send you an automated notification where we will mention the time of delivery/collection of your order.
3. We will deliver our service as notified in our automated email.