

# Terms and Conditions Policy

## Thainabox

These Terms and Conditions of Use govern your use of this website and your use of this website indicates your acceptance of these Terms and Conditions.

Thainabox may from time to time amend, update or change this website including these Terms and Conditions without prior notice.

### **Privacy**

Refer to the Privacy Policy and Use of Website, which form part of these Terms and Conditions of Use.

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### **Limitation of Liability**

To the extent permitted by law, Thainabox liability in relation to any product or service purchased as a consequence of your use of this website is limited to the lesser of: (a) the replacement of any product purchased; and (b) the purchase price paid by you to Thainabox for the product or service.

To the extent permitted by law we will not be liable for any direct, incidental, consequential or indirect damages, loss or corruption of data, loss of profits, goodwill, bargain or opportunity or loss of anticipated savings resulting from your access to, or use of, or inability to use this website and the content, whether based on warranty, contract, tort, negligence or any other legal theory, and

whether or not we know of the possibility of such damage. If a jurisdiction does not allow the exclusion or limitation of liability in accordance with this paragraph but allows a limitation of a certain maximum extent then our liability is limited to that extent.

### **Governing Law**

The laws of the State of New South Wales and the Commonwealth of Australia govern this website.

This website may be accessed throughout Australia and overseas. Thainabox makes no representations or warranties that the content of this website complies with the laws (including intellectual property laws) of any country outside Australia. If you access this website from outside Australia, you do so on your own responsibility and are responsible for ensuring compliance with all laws in the place where you are located.

### **Refund Policy**

We have a satisfaction guaranteed policy. If you are not satisfied with a particular item, please let us know and we will refund payment in respect thereof. Refunds are however only applicable if there is a fault or error with your order and you inform us by 9pm on the day your order is collected. process a return, please contact us by email at [hello@thainabox.com.au](mailto:hello@thainabox.com.au) or phone 1300 920 920. If you choose to phone after hours, please leave as an email and we will get back in touch.

### **Delivery Policy**

Thainabox takes great care with delivering your orders. Please ensure the address you have supplied is correct, as redelivery will incur a fee. We are unable to accept responsibility for non-delivery if you have supplied the incorrect address and time.

Estimated time of delivery and pickup can be seen when placing an order, along with suburbs available for delivery. No delivery is available outside of these boundaries for online ordering. Online ordering and delivery is subject to the store trading hours that may change from time to time. This takes into account the time to process an order.

After you place your order, it is automatically sent to the restaurant and queued into our dispatch system. Cancellation or change of submitted orders will not be possible unless you have contacted us on 1300 920 920 within 15 minutes of placing your order. If you have received an incorrect item in your delivery, please call us immediately and we will replace it. Incorrect food items will need to be returned to the driver, which will later be disposed. Please feel free to contact us at [hello@thainabox.com.au](mailto:hello@thainabox.com.au) if you have any questions regarding this policy.