



1. SUPPLIER IDENTIFICATION

theveganhut.co.uk is a site operated by (Tminus-AI Ltd).

We are registered in (United Kingdom) under company number (10477829) and with our registered office at (25 Downfield Lodge, Downfield Road, Clifton, Bristol).

Our main trading address is: (same as above).

We are regulated by (English law).

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TheVeganHut WEBSITE TERMS AND CONDITIONS

IMPORTANT LEGAL NOTICE

This page (together with our [Cookies Policy](#)) sets out the terms and conditions ("Website Terms") on which we, TheVeganHut.co.uk ("we", "its", "us", "our" or "TheVeganHut"), provide our services through our website <http://www.theveganhut.co.uk> and any TheVeganHut mobile application (whether now or in the future) through which you access our website or services (together, "Website"). Please read these Website Terms carefully before ordering any products through, the Website, as your purchase of any products offered on the Website is subject to these Website Terms. By ordering products via the Website (whether now or in the future), you agree to be bound by these Website Terms. Use of the Website is also subject to these Website Terms.

We reserve the right to change these Website Terms from time to time by changing them on this page. We advise you to print a copy of these Website Terms for future reference. These Website Terms are only in the English language.

Use of your personal information submitted via the Website is governed by our [Privacy Policy](#) and [Cookies Policy](#).

For the avoidance of doubt, please note that references to "Website" in these Website Terms include any current or future version of our website



<http://www.theveganhut.co.uk> and any TheVeganHut mobile application(whether now or in the future) through which you access our website or services, in each case whether accessed through any current or future platform or device (including without limitation any mobile website, mobile application, affiliate website or related website for accessing our website or services that may be developed from time to time).

By accessing any part of the Website, you indicate that you accept these Website Terms. If you do not accept these Website Terms, you should leave the Website immediately, and you will not be able to order any products through the Website.

I. TERMS AND CONDITIONS OF USE AND SALE

1. INTRODUCTION AND OUR ROLE

1.1. Company details: TheVeganHut.co.uk is a site operated by the company Tminus-AI Ltd).

We are registered in in England and Wales under company number (10477829) and with our registered office at (25 Downfield Lodge, Downfield Road, Clifton, Bristol).

1.2. VAT number: Not required presently

1.3. Service (if applicable): We provide a way for you to communicate your orders ("Orders") for products ("Products") to delivery or takeaway restaurants ("Restaurants") displayed on the Website (the "Service").

We provide a way for you to communicate your orders ("Orders") for products ("Products") to delivery or Pick up ("Cake or Sweets") displayed on the Website (the "Service").

We provide a way for you to communicate your orders ("Orders") for products ("Products") to delivery ("Food Mix or Energy Bites") displayed on the Website (the "Service").

We provide a way for you to communicate your orders ("Orders") for products ("Products") to delivery or Pick up ("Clothing") displayed on the Website (the "Service").

We provide a way for you to communicate your orders ("Orders") for services (the "Service") to be executed ("Catering") displayed on the Website (the "Service").

We provide a way for you to communicate your orders ("Orders") for products ("Products") to delivery ("Ladies Cosmetics") displayed on the Website (the "Service").

We provide a way for you to communicate your orders ("Orders") for services (the "Service") to be executed ("Dine with a Chef") displayed on the Website (the "Service").

Certain products or services may be available exclusively online through the website. These products or services may have limited quantities [All services and products] and are subject to return or exchange only according to our Return Policy [Return Policy Not applicable to Restaurants &Takeaways/Cakes &Sweets/Catering/Dine with a Chef].



We have made every effort to display as accurately as possible the colors and images of our products that appear at the store. We cannot guarantee that your computer monitor's display of any color will be accurate.

We reserve the right, but are not obligated, to limit the sales of our products or Services to any person, geographic region or jurisdiction. We may exercise this right on a case-by-case basis. We reserve the right to limit the quantities of any products or services that we offer. All descriptions of products or product pricing are subject to change at anytime without notice, at the sole discretion of us. We reserve the right to discontinue any product at any time. Any offer for any product or service made on this site is void where prohibited.

We do not warrant that the quality of any products, services, information, or other material purchased or obtained by you will meet your expectations, or that any errors in the Service will be corrected.

2. WEBSITE ACCESS AND TERMS

2.1. Website access: You may access some areas of the Website without making an Order or registering your details with us. Most areas of the Website are open to everyone.

2.2. Acceptance of terms: By accessing any part of the Website, you indicate that you accept these Website Terms. If you do not accept these Website Terms, you should leave the Website immediately, and you will not be able to order any Products or Services through the Website.

2.3. Revision of terms: We may revise these Website Terms at any time. You should check the Website regularly to review the current Website Terms, because they are binding on you. You will be subject to the policies and terms and conditions in force at the time that you place an Order through us.

2.4. Responsibility: You are responsible for making all arrangements necessary for you to have access to the Website. You are also responsible for ensuring that all persons who access the Website through your Internet connection are aware of these Website Terms and that they comply with them.

3. YOUR STATUS

3.1. Capacity and age: By placing an Order through the Website, you warrant that:

3.1.1. You are legally capable of entering into binding contracts; and

3.1.2. You are at least 18 years old.

3.2. Alcohol: Furthermore, you acknowledge and agree that:

3.2.1. Pursuant to the Licensing Act 1964, it is an offence for any person under the age of 18 to buy, or attempt to buy, intoxicating liquor, or for any person over the age of 18 to buy intoxicating liquor on behalf of any person under the age of 18;

3.2.3. Orders containing either alcohol can therefore not be accepted from or on behalf of persons under the age of 18.

4. HOW TO MAKE AN ORDER AND HOW IT IS PROCESSED

4.1. Compiling your Order: Once you have selected the Products you wish to order from the menu of your chosen Service and provided the other required information, you will be given the opportunity to submit your Order by clicking or selecting the "proceed", "place my order" or similar button. It is important



that you check all the information that you enter and correct any errors before clicking or selecting this button; once you do so we will start processing your Order and errors cannot be corrected.

4.2. Amending or cancelling your Order: Once you have submitted your Order and your payment has been authorised, you will not be entitled to change or cancel your Order, nor will you be entitled to a refund (please refer to paragraph 4.4 for details of the process relating to rejected Orders). If you wish to change or cancel your Order, you may contact our Customer Care team as described in paragraph 6.3 and they will attempt to contact the Seller or the service provider in order to communicate your requests. However, there is no guarantee that we will be able to reach the Seller or the service provider or that the Seller or the service provider will agree to your requests as they may have already started processing your Order.

4.3. Payment authorisation: Where any payment you make is not authorised, your Order will not be processed or communicated to the relevant Seller or the service provider.

4.4. Processing your Order and Seller rejections: On receipt of your Order, we will begin processing it by sending it to the Seller or the service provider and will notify you by email that your Order has been received and is being processed. **Please note that any confirmation page that you may see on the Website and any Order confirmation e-mail that you may receive each merely indicate that your Order has been received and is being processed by us, and does not necessarily mean that your Order has been accepted by the Seller or the service provider. We encourage all our Sellers or the service providers to accept all Orders and to communicate any rejection promptly, and we will notify you (generally by email) as soon as reasonably practicable if a Seller or the service provider rejects your Order. However, the Seller or the service provider have the discretion to reject Orders at any time because they are too busy, due to weather conditions or for any other reason.**

4.5. Delivery of your Order: **Estimated times for deliveries and collections are provided by the Seller or the service provider and are only estimates. Neither we nor the Seller nor the service provider guarantee that Orders will be delivered or will be available for collection within the estimated times.**

There are certain sellers who don't deliver, and in that case pick up or postal delivery (other than for the Restaurants) will happen accordingly as the given options in the specific seller site segment.

Postal delivery can be delayed or lost in transit by the UK Postal department. In such a situation only the respective seller is answerable to the customer, whether to cancel and refund the order or sustain the order in case the customer is agreeable with the delay. TheVeganHut can definitely communicate the customer concerns to the specific seller, if the customer contacts with the details of the order. Where as if the customer is initiating a dispute with the bank, then the bank as per its rules will initiate a refund, in case the money is already taken from the customer card.

Any post shipment return/Customer non-acceptance (other than Restaurant/takeaways/Cakes) other than for the reasons - Direct Shipment Returns, Damaged/defective/wrong, should be borne by the customer. In case of Restaurant/takeaways/Cakes and all other segments of sellers, for the reasons - Damaged/defective/wrong – either refund or replacement will be done by the seller.

5. PRICE AND PAYMENT

5.1. VAT and delivery costs: Prices will be as quoted on the Website. These prices include VAT and delivery costs and any online payment administration charge imposed by the Seller or the service provider (if you pay for your Order online). Seller will describe this in the product description. These will be added to the total amount due where applicable.



5.2. Incorrect pricing: This Website contains a large number of segments with various sub-sections and it is possible that some of the segments or sub-sections may include incorrect prices. If the correct price for an Order is higher than the price stated on the Website, we will normally contact you before the relevant Order is dispatched. In such an event, neither we nor the relevant Seller or the service provider is under any obligation to ensure that the Order is provided to you at the incorrect lower price or to compensate you in respect of incorrect pricing. Since the pricing is entered by the sellers directly, TheVeganHut will not be responsible for any payouts arising from this, unless it is proven that TheVeganHut team entered those.

5.3. Payment methods: Payment for Orders must be made by an accepted credit or debit card through the Website.

5.4. Card payments: If you pay by credit or debit card, you may be required to show the card to the Restaurant at the time of delivery as proof of identification and so that they can check that the card conforms with the receipt data for the Order. Please note that from time to time there may be delays with the processing of card payments and transactions; this may result in payments taking up to sixty (60) days to be deducted from your bank account or charged to your credit or debit card.

5.5. Credit and discount vouchers: A credit or discount may apply to your Order if you use a promotional voucher or code (now or on the future) recognised by the Website and endorsed by TheVeganHut, and you pay for any balance by credit or debit card. Please refer to our [Gift Terms & Conditions](#) for the full terms and conditions applicable to the use of credit and discount vouchers. **Please note that because of standard banking procedures (this will be changing as the banking procedures change and TheVeganHut has no control over it), your bank or card issuer will initially "ring-fence" the full amount of the Order (before any credit or discount) in your account for between 3 to 5 working days (or longer, depending on your bank or card issuer), and this amount will therefore be unavailable in your account for that period. The credit or discount will be applied at the time your bank or card issuer transfers the funds for your Order to us, at which point the credit or discounted amount will not be transferred to us and will instead be released by your bank or card issuer back into your available balance. You acknowledge and agree that neither we nor the relevant Seller or the service provider will be responsible or liable to you in relation to this delay by your bank or card issuer in the release of funds back into your account.**

5.6. Rejected Orders: **Because of standard banking procedures (this will be changing as the banking procedures change and TheVeganHut has no control over it), once you have submitted an Order that you are paying for by credit or debit card and your payment has been authorised, your bank or card issuer will "ring-fence" the full amount of your Order. If your Order is subsequently rejected by the Sellers or the service providers (as described in paragraph 4.4 above) or cancelled for any other reason, your bank or card issuer will not transfer the funds for the Order to us, and will instead release the relevant amount back into your available balance. However, this may take between 3 to 5 working days (or longer, depending on your bank or card issuer). You acknowledge and agree that neither we nor the Sellers or the service providers will be responsible or liable to you in relation to this delay by your bank or card issuer in the release of funds back into your account.**

6. CUSTOMER CARE

6.1. General: Customer care is extremely important to us. Subject to paragraphs 6.5 and 11, our Customer Care team will therefore try to assist you where possible if you have any problems with your Order. You can contact our Customer Care team by clicking or selecting the "Contact us?", "Help" or similar button or by using the online chat or email shown on the Website.

6.2. Questions about your Order: If your Order is taking longer than expected or you have any other problems with your Order, you can contact our Customer



Care Team as described above and one of our Customer Care Advisers will attempt to contact the Sellers or the service providers in order to follow up on your query.

6.3. Changing or cancelling your Order: If you wish to change or cancel your Order after it has been submitted and payment has been authorised, you may contact our Customer Care team as described above and they will attempt to contact the **Sellers or the service providers** in order to communicate your requests. However, there is no guarantee that we will be able to reach the Sellers or the service providers or that the Sellers or the service providers will agree to your requests as they may have already started processing your Order.

6.4. Complaints or feedback: In the event that you are dissatisfied with the quality of any Products or the service provided by a Seller or any service provider, please consider providing feedback in the form of ratings, comments and reviews on the Website (together, "Reviews") to reflect your experience. The Reviews are an important part of our quality control process.

6.5. Compensation: If you are dissatisfied with the quality of any Products or the service provided by a Seller or any service provider and wish to seek a refund, a proportionate price reduction or any other compensation, you should contact the Sellers or the service providers directly to lodge your complaint and, where appropriate, follow the Sellers or the service providers own complaint procedures. If you are unable to contact the Sellers or the service providers, or the Sellers or the service providers refuses to deal with your complaint, you can contact our Customer Care Team as described above within 48 hours of placing your Order and one of our Customer Care Advisers will attempt to contact the Sellers or the service providers in order to request compensation on your behalf. **Please note that we have no control over the Sellers or the service providers and the quality of the Products or service that they provide, and we not able to provide, and have no responsibility or liability for providing, any compensation to you on behalf of any Seller or service provider.**

7. LICENCE

7.1. Terms of permitted use: You are permitted to use the Website and print and download extracts from the Website for your own personal non-commercial use on the following basis:

7.1.1. You must not misuse the Website (including by hacking or "scraping").

7.1.2. Unless otherwise stated, the copyright and other intellectual property rights in the Website and in material published on it (including without limitation photographs and graphical images) are owned by us or our licensors. These works are protected by copyright laws and treaties around the world and all rights are reserved. For the purposes of these Website Terms, any use of extracts from the Website other than in accordance with paragraph 7.1 is prohibited.

7.1.3. You must not modify the digital or paper copies of any materials that you print off in accordance with paragraph 7.1 and you must not use any pictures, photographs or any other graphics, video or audio sequences separately from any accompanying text.

7.1.4. You must ensure that our status as the author of the material on the Website is always acknowledged.

7.1.5. You are not allowed to use any of the materials on the Website or the Website itself for commercial purposes without obtaining a license from us to do so.

7.2. Limitation on use: Except as stated in paragraph 7.1, the Website may not be used, and no part of the Website may be reproduced or stored in any other website or included in any public or private electronic retrieval system or service, without our prior written permission.

7.3. Reservation of rights: Any rights not expressly granted in these Website Terms are reserved.



8. SERVICE ACCESS

8.1. Website availability: While we try to ensure the Website is normally available twenty four (24) hours a day, we do not undertake any obligation to do so, and we will not be liable to you if the Website is unavailable at any time or for any period.

8.2. Suspension of access: Access to the Website may be suspended temporarily at any time and without notice.

8.3. Information security: The transmission of information via the internet is not completely secure. Although we take the steps required by law to protect your information, we cannot guarantee the security of your data transmitted to the Website; any transmission is at your own risk.

9. VISITOR MATERIAL AND REVIEWS

9.1. General:

9.1.1. Other than personally identifiable information, which is covered under our [Privacy Policy](#), any material you post, upload or transmit or upload to the Website (including without limitation Reviews) ("Visitor Material") will be considered non-confidential and non-proprietary. By posting, uploading or transmitting any Visitor Material, you represent and warrant that you own or otherwise control all of the rights to such Visitor Material. You agree that we will have no obligations with respect to any Visitor Material, and that we and anyone we designate will be free to copy, disclose, distribute, incorporate and otherwise use any Visitor Material and all data, images, sounds, text and other things embodied in it for any and all commercial or non-commercial purposes.

9.1.2. You represent and warrant that that any Visitor Material you post, upload or transmit does not and will not breach any of the restrictions in paragraphs 9.2 to 9.3 below.

9.2. Visitor Material Policy: You are prohibited from posting, uploading or transmitting to or from the Website any Visitor Material (including any Reviews) that:

9.2.1. breaches any applicable local, national or international law;

9.2.2. is unlawful or fraudulent;

9.2.3. amounts to unauthorised advertising; or

9.2.4. contains viruses or any other harmful programs.

9.3. Visitor Reviews Policy: In particular (but without limitation), any Reviews that you submit through the Website must not:

9.3.1. contain any defamatory, obscene or offensive material;

9.3.2. promote violence against humans or animals or discrimination of humans or animals;

9.3.3. infringe the intellectual property rights of another person;

9.3.4. breach any legal duty owed to a third party (such as a duty of confidence);

9.3.5. promote illegal activity or invade another's privacy;

9.3.6. give the impression that they originate from us; or

9.3.7. be used to impersonate another person or to misrepresent your affiliation with another person.

9.4. Removal of Reviews: The prohibited acts listed in paragraphs 9.2 and 9.3 above are non-exhaustive. We reserve the right (but do not undertake, except as



required by law, any obligation) and have the sole discretion to remove or edit at any time any Reviews or other Visitor Material posted, uploaded or transmitted to the Website that we determine breaches a prohibition in paragraphs 9.2 or 9.3 above, is otherwise objectionable or may expose us or any third parties to any harm or liability of any type, or for any other reason.

9.5. Use of Reviews: The Reviews and other Visitor Material contained on the Website are for information purposes only and do not constitute advice from us. Reviews and Visitor Material reflect the opinions of customers who have ordered through the Website or other third parties, and any statements, advice or opinions provided by such persons are theirs only. Accordingly, to the fullest extent permitted by law, we assume no responsibility or liability to any person for any Reviews or other Visitor Material, including without limitation any mistakes, defamation, obscenity, omissions or falsehoods that you may encounter in any such materials.

9.6. Liability: You agree to indemnify us against any losses, damages and claims (and all related costs) incurred by or made against us by a **Seller or any service provider** or any other third party arising out of or in connection with any Reviews or other Visitor Material that you provide in breach of any of the representations and warranties, agreements or restrictions set forth in this paragraph 9.

9.7. Disclosure to authorities and courts: You acknowledge that we will fully co-operate with any competent authority requesting or directing us to disclose the identity or location of anyone posting any Reviews or other Visitor Material in breach of paragraph 9.2 or 9.3 or any other applicable restriction and you release us to the fullest extent permitted by law from all liability in relation to such disclosure.

10. LINKS TO AND FROM OTHER WEBSITES

10.1. Third party websites: Links to third party websites on the Website are provided solely for your convenience. If you use these links, you leave the Website. We have not reviewed and do not control any of these third party websites (and are not responsible for these websites or their content or availability). We do not endorse or make any representation about these websites, their content, or the results from using such websites or content. If you decide to access any of the third party websites linked to the Website, you do so entirely at your own risk.

10.2. Linking permission: You may link to the Website's homepage (www.theveganhut.co.uk), provided that:

10.2.1. you do so in a fair and legal way which does not damage or take advantage of our reputation;

10.2.2. you do not establish a link from a website that is not owned by you or in a way that suggests a form of association with or endorsement by us where none exists;

10.2.3. any website from which you link must comply with the content standards set out in these Website Terms (in particular paragraph 9 (Visitor Materials and Reviews));

10.2.4. we have the right to withdraw linking permission at any time and for any reason.

11. DISCLAIMERS

11.1. Website information: While we try to ensure that information on the Website is correct, we do not promise it is accurate or complete. We may make changes to the material on the Website, or to the Service, Products and prices described on it, at any time without notice. The material on the Website may be out of date, and we make no commitment to update that material.



11.2. Allergy, dietary and other menu information: We try to accurately copy the item names, descriptions, prices, special offer information, heat and allergenic warnings and other information ("Menu/Product Information") from the menus that are provided to us by the Sellers or the service providers. However, it is the Sellers or the service providers that are responsible for providing this Menu/Product Information and ensuring that it is factually accurate and up-to-date, and we do not undertake any such responsibility. If you are in doubt about allergy warnings, contents of a dish or any other Menu/Product Information, you should confirm with the the Sellers or the service providers directly before ordering.

11.3. The Sellers or the service providers' actions and omissions: The legal contract for the supply and purchase of Products is between you and the Sellers or the service providers that you place your Order with. We have no control over the actions or omissions of any of the Sellers or the service providers. Without limiting the generality of the foregoing, you acknowledge and accept the following by using the Website:

11.3.1. We do not give any undertaking that the Products ordered from any of the Sellers or the service providers through the Website will be of satisfactory quality or suitable for your purpose and we disclaim any such warranties.

11.3.2. Estimated times for deliveries and collections are provided by the Sellers or the service providers and are only estimates. Neither we nor the Sellers or the service providers guarantee that Orders will be delivered or will be available for collection within the estimated times.

11.3.3. We encourage all our Sellers or the service providers to accept all Orders and to communicate any rejection promptly, and we will notify you (generally by email) as soon as reasonably practicable if a Seller or any of the service providers rejects your Order. However, we do not guarantee that the Sellers or the service providers will accept all Orders, and the Sellers or the service providers have the discretion to reject Orders at any time because they are too busy, due to weather conditions or for any other reason.

11.3.4. The foregoing disclaimers do not affect your statutory rights against any Sellers or the service providers.

11.4. Exclusion of terms: We provide you with access to the Website and Service on the basis that, to the maximum extent permitted by law, we exclude all representations, warranties, conditions, undertakings and other terms in relation to the Website and Service (including any representations, warranties, conditions, undertakings and other terms which might otherwise apply to the Website or Service, or be otherwise implied or incorporated into these Website Terms, by statute, common law or otherwise).

12. LIABILITY

12.1. General: Nothing in these Website Terms excludes or limits our liability for death or personal injury arising from our negligence, our liability for fraudulent misrepresentation, or any other liability which cannot be excluded or limited under applicable law. Nothing in these Website Terms affects your statutory rights.

12.2. Exclusion of liability: Subject to clause 12.1, we will under no circumstances whatever be liable to you, whether in contract, tort (including negligence), breach of statutory duty, or otherwise, even if foreseeable, arising under or in connection with the Service or the Website (including the use, inability to use or the results of use of the Service or the Website) for:

12.2.1. any loss of profits, sales, business, or revenue;

12.2.2. loss or corruption of data, information or software;

12.2.3. loss of business opportunity;



12.2.4. loss of anticipated savings;

12.2.5. loss of goodwill; or

12.2.6. any indirect or consequential loss.

12.3. Limitation of liability: **Subject to clauses 11, 12.1 and 12.2, our total liability to you in respect of all other losses arising under or in connection with the Service or the Website, whether in contract, tort (including negligence), breach of statutory duty, or otherwise, shall in no circumstances exceed twice the value of your Order or £60, whichever is lower.**

12.4. Additional costs: You assume full and sole responsibility for any additional or associated costs that you may incur in connection with or as a result of your use of the Website, including without limitation costs relating to the servicing, repair or adaptation of any equipment, software or data that you may own, lease, license or otherwise use.

13. TERMINATION

13.1. Grounds for termination: We may terminate or suspend (at our absolute discretion) your right to use the Website and the Service immediately by notifying you in writing (including by email) if we believe in our sole discretion that:

13.1.1. you have used the Website in breach of paragraph 7.1 (License);

13.1.2. you have posted Reviews or other Visitor Material in breach of paragraphs 9.2 or 9.3 (Visitor Material and Reviews);

13.1.3. you have breached paragraph 10.2 (Links to and from other websites); or

13.1.4. you have breached any other material terms of these Website Terms.

13.2. Obligations upon termination: Upon termination or suspension you must immediately destroy any downloaded or printed extracts from the Website.

14. WRITTEN COMMUNICATIONS

14.1. Applicable laws require that some of the information or communications we send to you should be in writing. When using the Website or ordering Products via the Website, you accept that communication with us will be mainly electronic. We will contact you by email or provide you with information by posting notices on the Website. For contractual purposes, you agree to this electronic means of communication and you acknowledge that all contracts, notices, information and other communications that we provide to you electronically comply with any legal requirement that such communications be in writing. This condition does not affect your statutory rights.

15. EVENTS OUTSIDE OUR CONTROL

15.1. We will not be liable or responsible for any failure to perform, or delay in performance of, any of our obligations under these Website Terms that is caused by events outside our reasonable control ("Force Majeure Event").

15.2. A Force Majeure Event includes any act, event, non-occurrence, omission or accident beyond our reasonable control and includes in particular (without limitation) the following:



15.2.1. strikes, lock-outs or other industrial action;

15.2.2. civil commotion, riot, invasion, terrorist attack or threat of terrorist attack, war (whether declared or not) or threat or preparation for war;

15.2.3. fire, explosion, storm, flood, earthquake, subsidence, epidemic or other natural disaster;

15.2.4. impossibility of the use of railways, shipping, aircraft, motor transport or other means of public or private transport;

15.2.5. impossibility of the use of public or private telecommunications networks; and

15.2.6. the acts, decrees, legislation, regulations or restrictions of any government.

15.3. Our performance under these Website Terms is deemed to be suspended for the period that any Force Majeure Event continues, and we will have an extension of time for performance for the duration of that period. We will use our reasonable endeavours to bring any Force Majeure Event to a close or to find a solution by which our obligations under these Website Terms may be performed despite the Force Majeure Event.

16. ADDITIONAL TERMS

16.1. Privacy Policy: We are committed to protecting your privacy and security. All personal data that we collect from you will be processed in accordance with our Privacy Policy. You should review our [Privacy Policy](#), which is incorporated into these Website Terms by this reference and is [available here](#).

16.2. Other terms: You should also review our [Cookies Policy](#) for information regarding how and why we use cookies to improve the quality of the Website and Service, our [Gift Offers Voucher Terms and Conditions](#) for information regarding the use of credits and promotional discounts on the Website, and our [Competitions Terms and Conditions](#) for information regarding the terms applicable to competitions that we may run from time to time. All of these are incorporated into these Website Terms by this reference.

16.3. Severability: If any of these Website Terms are determined by any competent authority to be invalid, unlawful or unenforceable to any extent, such term, condition or provision will to that extent be severed from the remaining terms, conditions and provisions which will continue to be valid to the fullest extent permitted by law.

16.4. Entire agreement: These Website Terms and any document expressly referred to in them constitute the whole agreement between you and us and supersede all previous discussions, correspondence, negotiations, previous arrangement, understanding or agreement between us relating to the subject matter of any contract.

16.5. No waiver: Any failure or delay by you or us in enforcing (in whole or in part) any provision of these Website Terms will not be interpreted as a waiver of your or our rights or remedies.

16.6. Assignment: You may not transfer any of your rights or obligations under these Website Terms without our prior written consent. We may transfer any of our rights or obligations under these Website Terms without your prior written consent to any of our affiliates or any business that we enter into a joint venture with, purchase or are sold to.

16.7. Headings: The headings in these Website Terms are included for convenience only and shall not affect their interpretation.

17. GOVERNING LAW AND JURISDICTION

17.1. These Website Terms shall be governed by and construed in accordance with English law. Disputes or claims arising in connection with these Website



Terms (including non-contractual disputes or claims) shall be subject to the exclusive jurisdiction of the English courts.

II. TheVeganHut PRIVACY POLICY

I do not want to receive marketing communications

We are committed to protecting the privacy of all visitors to the Website, including all visitors who access the Website or Service through any mobile application or other platform or device. Please read the following Privacy Policy which explains how we use and protect your information.

We are registered with the Information Commissioner's Office (Certificate reference no. ZA425059) under the Data Protection Act 1998. By visiting and/or using the Service on the Website, you agree and where required you consent to the collection, use and transfer of your information as set out in this policy.

1. INFORMATION THAT WE COLLECT FROM YOU

1.1. When you visit the Website or use the Service to make an Order from a Sellers or any service providers through the Website, you may be asked to provide information about yourself including your name, contact details (such as telephone and mobile numbers and e-mail address) and payment information (such as credit or debit card information). We may also collect information about your usage of the Website and Service and information about you from the materials (such as messages and reviews) you post to the Website and the e-mails or letters you send to us.

1.2. By accessing TheVeganHut information and/or the Website or Service using mobile digital routes such as (but not limited to) mobile, tablet or other devices/technology including mobile applications, then you should expect that our data collection and usage as set out in this Privacy Policy will apply in that context too. We may (now or in the future) collect technical information from your mobile device or your use of the Website or the Service through a mobile device, for example, location data and certain characteristics of, and performance data about, your device, carrier/operating system including device and connection type, IP address, mobile payment methods, interaction with other retail technology such as use of NFC Tags, QR Codes or use of mobile vouchers. Unless you have elected to remain anonymous through your device and/or platform settings, this information may be collected and used by us automatically if you use the Website or Service through your mobile device(s) via any TheVeganHut mobile application (now or in the future), through your mobile's browser or otherwise.

1.3 You agree to promptly update your account and other information, including your email address and credit card numbers and expiration dates, so that we can complete your transactions and contact you as needed.

For more detail, please review our Returns Policy

2. USE OF YOUR INFORMATION

2.1. Your information will enable us to provide you with access to the relevant parts of the Website and to supply the Service. It will also enable us to bill you



and enable us and/or a Seller or any service provider with whom you have placed an Order to contact you where necessary concerning the Service. For example, we and/or the Sellers or the service providers may use your information to provide you with status updates or other information regarding your Order by e-mail, telephone, mobile or mobile messaging (e.g. SMS, MMS etc.). We will also use and analyse the information we collect so that we can administer, support, improve and develop our business, for any other purpose whether statistical or analytical and to help us prevent fraud. Where appropriate, now and in the future you may have the ability to express your preferences around the use of your data as set out in this Privacy Policy and this may be exercised through your chosen method of using the Service, for example mobile, mobile applications or any representation of the Website.

2.2. We may use your information to contact you for your views on the Service and to notify you occasionally about important changes or developments to the Website or the Service.

2.3. Where you have indicated accordingly, you agree that we may use your information to let you know about our other products and services that may be of interest to you including services that may be the subject of direct marketing and we may contact you to do so by post, telephone, mobile messaging (e.g. SMS, MMS etc.) as well as by e-mail.

2.4. Where you have indicated accordingly, you agree that we may also share information with third parties (including those in the food, drink, leisure, marketing and advertising sectors) to use your information in order to let you know about goods and services which may be of interest to you (by post, telephone, mobile messaging (e.g. SMS, MMS etc.) and/or e-mail) and to help us analyse the information we collect so that we can administer, support, improve and develop our business and services to you.

2.5. If you do not want us to use your data in this way or change your mind about being contacted in the future, please let us know by using the contact details set out in paragraph 7 below and/or amending your profile accordingly.

2.6. Please note that by submitting Reviews regarding the Website, Service and/or the Sellers or the service providers, you consent to us to use such Reviews on the Website and in any marketing or advertising materials. We will only identify you for this purpose by your first name and the city in which you reside (and any other information that you may from time to time consent to us disclosing).

3. DISCLOSURE OF YOUR INFORMATION

3.1. The information you provide to us will be transferred to and stored on our servers which may be in or outside the European Economic Area, and may be accessed by or given to our staff working outside (now or in the future) the United Kingdom and third parties including companies within the Tminus-AI Ltd group of companies (which means our subsidiaries and affiliates, our ultimate holding company and its subsidiaries and affiliates) who act for us for the purposes set out in this policy or for other purposes notified to you from time to time in this policy. Countries outside the European Economic Area do not always have strong data protection laws. However, we will always take steps to ensure that your information is treated in accordance with this policy.

3.2. The third parties with whom we share your information may undertake various activities such as processing credit card payments and providing support services for us. In addition, we may need to provide your information to any Sellers or the service providers that you have placed an Order with so as to allow the Sellers or the service providers to process and deliver your Order. By submitting your personal data, you agree to this transfer, storing or processing. We will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this Privacy Policy.

3.3. If you have consented we may allow carefully selected third parties, including marketing and advertising companies, our affiliates and associates, to



contact you occasionally about services that may be of interest to you. They may contact you by post, telephone, mobile messaging (e.g. SMS, MMS, etc.) as well as by e-mail. If you change your mind about being contacted by these companies in the future, please let us know by using the contact details set out in paragraph 7 below and/or by amending your profile accordingly.

3.4. If our business enters into a joint venture with, purchases or is sold to or merged with another business entity, your information may be disclosed or transferred to the target company, our new business partners or owners or their advisors.

3.5. We may use the information that you provide to us if we are under a duty to disclose or share your information in order to comply with (and/or where we believe we are under a duty to comply with) any legal obligation; or in order to enforce the Website Terms and any other agreement; or to protect our rights or the rights of the Sellers or the service providers or other third parties. This includes exchanging information with other companies and other organisations for the purposes of fraud protection and prevention.

4. SECURITY AND DATA RETENTION

4.1. We take steps to protect your information from unauthorised access and against unlawful processing, accidental loss, destruction and damage. We will keep your information for a reasonable period or as long as the law requires.

4.2. Where you have chosen a password which allows you to access certain parts of the Website, you are responsible for keeping this password confidential. We advise you not to share your password with anyone. Unless we negligently disclose your password to a third party, we will not be liable for any unauthorised transactions entered into using your name and password.

4.3. The transmission of information via the internet is not completely secure. Although we will take steps to protect your information, we cannot guarantee the security of your data transmitted to the Website; any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

5. ACCESSING AND UPDATING

5.1. You have the right to see the information we hold about you ("Access Request") and to ask us to make any changes to ensure that it is accurate and up to date. If you wish to do this, please contact us using the contact details set out in paragraph 7 below. In the event that you make an Access Request, we reserve the right to charge a fee of ten pounds (£10.00) to meet our costs in providing you with details of the information we hold about you.

6. CHANGES TO OUR PRIVACY POLICY

6.1. Any changes to our Privacy Policy will be posted to the Website and, where appropriate, through e-mail notification.

7. CONTACT

7.1. All comments, queries and requests relating to our use of your information are welcomed and should be addressed to Tminus-AI Ltd at 25 Downfield Lodge, Downfield Road, Bristol, BS8 2TQ.



III. THEVEGANHUT GIFT OFFER OR VOUCHER TERMS & CONDITIONS

General

1. The following general terms and conditions (the "General Voucher Terms") will apply to all vouchers issued by TheVeganHut from time to time for use on the Website, including promotional offers gift vouchers ("Discount or Gift Offers or Vouchers", and together with Paycode Vouchers, ("Vouchers") – now or in future).
2. Individual Vouchers or gift offers will also be subject to, and the General Voucher Terms will be supplemented and/or modified by, additional terms and conditions (the "Specific Gift Offers or Voucher Terms") that will be specified on the Voucher or at the time the Voucher is issued, now or in future.
3. Vouchers may only be redeemed towards online Orders from the Sellers or the service providers made through the Website, now or in future.

Specific Terms of Use for Gift Vouchers or Gift Offers

4. Gift Vouchers or Gift Offers must be used by the deadline specified on online, or until anytime when no deadline is specified and will expire after such date or whenever TheVeganHut decides to stop the gift voucher or offer.

General Terms of Use for All Vouchers or Gift Offers

5. The right to use a Voucher or a gift offer is personal to the original recipient and may not be transferred. No Voucher or gift offer may be copied, reproduced, distributed, or published directly or indirectly in any form or by any means for use by an entity other than the original recipient, or stored in a data retrieval system, without our prior written permission. In particular, Vouchers or Gift Offers distributed or circulated without our written approval, for example on an Internet message board or on a "bargains" website, are not valid for use and may be refused or cancelled.
6. Unless otherwise provided or specified in the Specific Voucher or Gift Offer Terms:
 - 6.1 Vouchers or Gift Offers may not be used in conjunction with other Vouchers or any other discounts or promotions provided or advertised from time to time;
 - 6.2 each Voucher will be valid for use by a recipient only once;
 - 6.3 each Gift offer will be valid for use by a recipient as many as times the specific service or product is ordered, provided it is mentioned likewise in the



conditions mentioned with the gift offers;

6.4 each customer or household is limited to one Voucher per promotion or offer; and

6.5 the right to use a Voucher or a Gift Offer is personal to the original recipient and may not be transferred.

7. When you use a Voucher or a Gift Offer you warrant to us that you are the duly authorised recipient of the Voucher or a Gift Offer and that you are using it in accordance with these terms, lawfully, legally and in good faith. If we believe in our sole discretion that a Voucher or a Gift Offer is being used in breach of these terms, unlawfully, illegally or in bad faith, we may reject or cancel the Voucher.

Miscellaneous

13. Please note that because of standard banking procedures, your bank or card issuer will initially "ring-fence" the full amount of an Order (before any Voucher credit or discount is applied) in your account for between 3 to 5 working days (or longer, depending on your bank or card issuer), and this amount will therefore be unavailable in your account for that period. The credit or discount will be applied at the time your bank or card issuer transfers the funds for your order to us, at which point the credit or discounted amount will not be transferred to us and will instead be released by your bank or card issuer back into your available balance.

14. Vouchers may not be exchanged for cash.

15. We shall not be liable to any customer or household for any loss or claim arising out of the refusal, rejection, cancellation or withdrawal of any Voucher or any failure or inability of a customer or household to use a Voucher for any reason.

16. We reserve the right, at any time and in its sole discretion, to add to or amend these terms and conditions in relation to the use of Vouchers or to vary or terminate the operation of a Voucher at any time without notice.

17. All standard terms and conditions from time to time for use of the Website and the Service apply.

IV. TheVeganHut COMPETITIONS TERMS & CONDITIONS

1. The following general terms and conditions (the "General Competition Terms") will apply to all competitions run by TheVeganHut (now or in future).

2. Individual competitions will also be subject to, and the General Competition Terms will be supplemented and/or modified by, additional terms and conditions (the "Specific Competition Terms") that will be specified in connection with each competition.

3. Competitions are open to individual residents of the UK aged 18 or over, except employees of TheVeganHut, their associated, affiliated or subsidiary companies, and their families, agents, or anyone connected with the competition.

4. Winners will be responsible for ensuring they are able to accept the relevant prize, as set out and in accordance with these General Competition Terms and any applicable Specific Competition Terms.

5. We reserve the right to redraw a competition winner if the relevant prize is not accepted or claimed within the time period stated in the applicable Specific Competition Terms.



6. Completing and submitting a competition entry form will be deemed acceptance of the General Competition Terms and any applicable Specific Competition Terms.
7. The General Competition Terms and any applicable Specific Competition Terms shall be governed by the laws of England and Wales and subject to the exclusive jurisdiction of the English courts.
8. Any personal data that is collected as part of any TheVeganHut competition will be processed in accordance with applicable UK data protection legislation. For further information on our Privacy Policy please go to: <http://www.theveganhut.co.uk/privacy-policy>.
9. We reserve the right to withdraw any competition at any time without prior written notice and/or to alter or amend the General Competition Terms or the Specific Competition Terms for any competition at any time.
10. Our decision is final and binding in all matters relating to any competition and no correspondence will be entered into.
11. All standard terms and conditions from time to time for use of the Website and Service apply.

V. COOKIES POLICY

We use cookies to improve the quality of our Website and service, and to try and make your browsing experience meaningful. When you enter our Website our web server sends a cookie to your computer which allows us to recognise your computer but not specifically who is using it. By associating the identification numbers in the cookies with other customer information when for example you log-in to the site, then we know that the cookie information relates to you.

By using the Website, you consent to our cookie settings and agree that you understand this Cookies Policy which explains how you can manage your cookie choices and preferences.

This cookies policy explains:

- What are cookies?
- Why do we use cookies?
- Managing your cookies preferences

What are cookies?

Cookies are small pieces of information which are issued to your computer when you visit a website and which store and sometimes track information about your use of the site. A number of cookies we use last only for the duration of your web session and expire when you close your browser. Other cookies are only used where you ask us to remember your login details for when you next return to the site and will last for a longer duration.

Why do we use cookies?

The cookies used on theveganhut.co.uk are explained below and based on the International Chamber of Commerce guide for cookie categories.

- Performance cookies – collect information about how you use our site, so that we can improve the quality of our site and service.



Our performance cookies do not collect any information that could potentially identify you. All information collected is anonymous and is used by us to:

- o provide statistics on how our site is used;
- o monitor which website our users arrived from; and
- o help us improve the site by measuring usage information and any errors which occur during our users browsing experience.

[See performance cookies link/button on TheVeganHut UK site]

The following list of cookies are some of those used on our site which we have identified as being performance cookies:

- from twak.to chat
- NID
- PREF • reg_ext_ref
- reg_fb_gate • reg_fb_ref
- pid • k
- guest_id • _twitter_sess
- external_referer • original_referer
- providesupport-mr
- Functionality cookies – provide you with improved site functionality by allowing access to additional services or to enhance your future visits to our site.

Functionality cookies used on our site provide you with improved site functionality whilst you are browsing for example, giving you access to our online help service with our live chat team if you require help and assistance with your takeaway order. These cookies may share information with partners to provide services on our site. The information shared is only to be used to provide the service, product or function and not for any other purpose.

[See functionality cookies link/button on TheVeganHut UK site]

The following list of cookies are those used on our site which we have identified as being functionality cookies:

- datr
- lsd • wd
- uit • loc
- dt • di
- uid • uvc
- psc

Managing your cookie preferences

Some of the cookies used by our site are served by us, and some are served by third parties who are delivering services on our behalf.

Most web browsers automatically accept cookies but, if you prefer, you can change your browser to prevent that or to notify you each time a cookie is set.

You can also learn more about cookies by visiting www.allaboutcookies.org which includes additional useful information on cookies and how to block cookies using different types of browser. Please note however, that by blocking or deleting cookies used on our site you may not be able to take full advantage of our site if you do so.



Our Privacy Policy ([insert link](#)) can provide you with further details about how we use any personal information you give us, although not all information captured by using cookies will identify you.

We are continually striving to develop improved ways of managing your cookie preferences. As new technologies and solutions emerge, this cookies policy may be updated to reflect any such advances in technology and preference management tools.