

HANOI HANNAH & HANOI HANNAH ELSTERNWICK Website Terms and Conditions

These terms and conditions apply to the website www.hanoihannah.com.au (the "site"). Please read this statement carefully. If you do not wish to be bound by these terms and conditions then you should not use this site. Before you can place an order using the site, you must accept these terms and conditions by ticking the "I agree to the Terms & Conditions" box.

In these terms and conditions ("conditions") the following words and expressions shall have the following meanings:

- The customer, you, your: means you, the customer, who buys the products from Hanoi Hannah Express lane
- Hanoi Hannah, our and we: means Hanoi Hannah Express Lane or Hanoi Hannah Elsternwick
- products: means the products supplied by Hanoi Hannah Express Lane to the customer
- website: means the web site www.hanoihannah.com.au

ABN

77 150 556 415

77 613 103 665

1. Order and acceptance

These terms and conditions apply to all website orders for the supply of products by Hanoi Hannah to the customer. All orders for the products shall be deemed to be an offer by the customer to purchase the products in accordance with these terms and conditions. The acceptance of orders for the products shall be at the entire discretion of Hanoi Hannah. Our acceptance of an order occurs when you receive an on-screen message confirming your order has been placed at which point, your contract with Hanoi Hannah is made and up until this point, we may decline to provide you with the goods without giving any reason.

2. Product/Service description

Whilst we will do our best to accommodate any allergies or food sensitivities we are unable to guarantee that trace elements will not be present.

3. Payment

Online credit card payments are secure. You must to be the owner of the card you are using. On submitting your order details, you are making an offer to us to purchase the product(s) you have specified in your order form.

4. Delivery policy

Hanoi Hannah offers delivery, all delivery orders must be placed via the Delivery button on Hanoi Hannah Express Lane or Hanoi Hannah Elsternwick's websites. Orders processed via mobo2go are for pick up

only at Hanoi Hannah Express Lane, 186 High Street Windsor or
Hanoi Hannah Elsternwick, 267 Glenhuntly Road Elsternwick.

5. Refund/Returns policy

Hanoi Hannah does not offer refunds or returns.

6. Checkout process (shopping cart or payment page)

All orders must be paid for prior to pick up via the payment page. All orders are processed in Australian dollars only.

Privacy Policy and Disclaimer

1. Security of your Personal Information

Hanoi Hannah is committed to protecting the security of your personal information. We use a variety of security technologies and procedures to help protect your personal information from unauthorized access, use, or disclosure. For example, we store the personal information you provide on computer servers with limited access that are located in controlled facilities. Additionally, when we transmit sensitive personal information (such as a credit card number) over the Internet, we protect it through the use of encryption, such as the Secure Socket Layer (SSL) protocol. We do not store sensitive information (i.e. Credit Card details) in any format on our servers.

2. Personal information

In order to process your order or manage interactive customer programs, it may be necessary to ask for personal information such as your name, address, email address and telephone number. We may use this information to respond to your requests, or to contact you via mail, email or phone to inform you of new products, services or promotions we may offer. However, unless compelled by applicable legislation, we will not provide this information to a third party without your permission, except as necessary to process your order or manage interactive customer programs.

3. Accuracy of collected data

Hanoi Hannah will on its own initiative, or at your request, replenish, rectify or erase any incomplete, inaccurate or outdated personal data retained by Hanoi Hannah in connection with the operation of this Site.

4. Minors

No information may be submitted to [COMPANY NAME] by persons under the age of 18 without the consent of a parent or legal guardian, nor may persons under the age of 18 make purchases or other legal acts on this Site without such consent, unless permitted by applicable legislation.

5. Changes

We may change this privacy policy, or change, modify or withdraw access to this Site, or the content of these pages at any time with or without notice.

Contact us:

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180 High Street

Windsor 3181

P: 03 9939 5181

E: info@hanoihannah.com.au