



Terms of Service for Simplicity Cuisine

Last Updated: 15th November 2024

Welcome to Simplicity Cuisine mobile app. These Terms of Service ("Terms") outline the rules and regulations for using our mobile application and services. By accessing or using Simplicity Cuisine mobile application, you agree to comply with and be bound by these Terms. If you do not agree with any part of these Terms, you may not use our services.

Acceptance of Terms

By using Simplicity Cuisine application, you agree to abide by these Terms and any additional terms and conditions that may apply to specific features or services.

Registration and Account Security

- You must provide accurate and complete information during the registration process.
- You are responsible for maintaining the confidentiality of your account credentials.
- Notify us immediately if you become aware of any unauthorised use of your account.

Wallet and Payment Services

- Simplicity Cuisine provides a wallet feature that allows users to top up funds and make purchases through the mobile application on supported retail devices.
- Users can top up their wallet using various payment methods available in the application.

User Conduct

- Users are prohibited from engaging in any activity that violates these Terms, including fraudulent or unauthorised use of the application.
- Users must not interfere with the proper functioning of the application, attempt to reverse engineer it, or access unauthorised areas.

Top-Up Transactions

- When topping up your wallet, you agree to pay the specified amount using the selected payment method.
- Top-up transactions are final and non-refundable unless otherwise stated in our Refund Policy.

Purchases

- By making a purchase through Simplicity Cuisine mobile application, you agree to pay the specified amount for the selected product or service.
- Purchases are final, and refunds are subject to our Refund Policy.
- If a product does not successfully dispense or you are unable to collect it due to a technical malfunction, a refund will be issued automatically. If this does not occur, you can request a refund by following the instructions in our Refund Policy or contacting us directly.

Intellectual Property

Simplicity Cuisine mobile application and its content are protected by intellectual property laws. You may not reproduce, distribute, or create derivative works without our permission.

Privacy Policy

Our Privacy Policy outlines how we collect, use, and disclose your personal information. By using our services, you agree to our Privacy Policy.

Changes to Terms

We reserve the right to modify these Terms at any time. Updated Terms will be effective upon posting, and your continued use of the application constitutes acceptance of the modified Terms.

Termination

- We may terminate or suspend your account without notice if you violate these Terms or engage in conduct that we believe is harmful to Simplicity Cuisine or other users.
- We may suspend your account if it is overdrawn or if we detect suspicious activity, including but not limited to unauthorised collection of items from our retail devices.

Contact Information

For inquiries or concerns regarding these Terms, please contact us at:

Email: Enquiries@simplicitycuisine.com

Phone 01506 243209

Thank you for using our app!