



## Privacy Policy

This privacy policy is with respect to the process through which we collect personal data of all users of the site.

We further reserve the right to modify this Privacy Policy without prior intimation whatsoever

### Data gathered

1. We gather personal data from yourselves based on certain information we request you to provide such as and not limited to:
  - a. Full name
  - b. Full address
  - c. Full email address
  - d. Bank details
  - e. Any feedback you may provide to us
2. Certain information is gathered by us automatically based on your usage of the site such as and not limited to:
  - a. Type of device used whilst accessing the site
  - b. IP address details
  - c. Type of operating system used
  - d. Information your device/ browser sends

### Usage of Data Gathered

1. To ensure your data is fully gathered and used judiciously and with correct information provided
2. To contact yourselves as and when required through any mode based on the information provided
3. To fulfil any order you may place
4. To provide updates with respect to the products and services we provide
5. To provide features of potential interest to you based on your usage of our site and services
6. To respond to any queries you may have
7. To share with any statutory authority for any legal compliance whatsoever
8. To carry out our own analysis both internally and through our own appointed 3<sup>rd</sup> parties in any manner whatsoever such as and not limited to:
  - a. Your usage preferences and patterns
  - b. Effectiveness of our site with respect to promotions
  - c. To assess the overall user experience
  - d. To evaluate methods to improve our site
9. We reserve the right to also use 3<sup>rd</sup> party tools such as and not restricted to Google Analytics
10. Our website reserves the right to use tracking technologies such as and not limited to:



- a. All and any types of Cookies
  - b. Tools to monitor usage pattern of the website
11. Your data will be retained by us until and unless you formally request us for of all your data to be deleted



## **Refund Policy**

1. Period up to which order can be cancelled- 48 hours
2. All orders cancelled by the customer must be communicated to us in writing on our email address or the WhatsApp number. The customer must also ensure that they get a formal written acknowledgment and acceptance of the cancellation from us.
3. Any acceptance of the cancellation is subject to our discretion
4. Nibbler's Choice reserves the right to cancel any order due to any unforeseen circumstances up to 48 hours of the order delivery date. In such circumstances Nibbler's Choice will advise in advance and refund in full any advance paid within 5 to 7 business days



## Terms and Conditions

The following terms and conditions are owned and operated by Nibbler's Choice. As and when then the terms "we", "us", and "our" are used it applies to Nibbler's Choice at all times

### 1. Usage of the site:

- a. This site applies to all users of this site in whatever capacity and or purpose whatsoever they may be accessing the site
- b. All terms and conditions must be read prior to usage of the site
- c. By using the site, you agree to be bound by these terms and conditions

### 2. Content on Website

- a. We reserve the right to change, modify any information without prior notice on the site whatsoever including and not limited to:
  - i. Products offered and also, but not restricted to with respect to price, size, quantity offered, promotions
  - ii. Delivery terms
  - iii. Payment terms
- b. Whilst we make best endeavours to ensure all details on the website are fully accurate. We therefore reserve the rights to correct any errors at any time without any prior notice

### 3. Product details

- a. Whilst we endeavour to replicate the product as per website as accurately and close as possible, due to the products being food in nature and handmade there may be slight variations. Such variations are not a cause for the customer to claim in any manner that the product has not been delivered as per website/ order. The variations in colour may also be due to the type of device through which the website is accessed
- b. All food colours used are of food grade
- c. We follow strict hygiene standards at all times
- d. Should products post-delivery not be stored as per instructions provided, we accept no product quality issues whatsoever which may arise
- e. We are not liable for any health issue claims arising from the consumption of any our products

### 4. Placement of order

- a. You agree to provide fully accurate details including payment and personal details for execution of orders. Should any of your details change you agree to provide any updates as applicable immediately
- b. You must provide all the details as requested on the website for successful completion of data for our order acceptance, ordering , delivery, and billing purposes
- c. Orders will only be accepted and executed after a full 100% payment in advance
- d. We reserve the right to accept or refuse any order at our sole discretion for any reason whatever reason

- e. We reserve the right to decide to which areas in Kolkata we will deliver to at our sole discretion
  - f. Delivery charges and any taxes as applicable will be calculated after your item(s) are added to the cart
  - g. We reserve the right to restrict any order at our sole discretion
  - h. We reserve to blacklist any customer at our sole discretion for any reason including and not restricted to:
    - i. Inaccurate information provided by the customer in any manner whatsoever
    - ii. Any behaviour we deem to be inappropriate in any manner as deemed by us
5. Refund and replacement terms- please refer to our refund policy document
6. Order Delivery
- a. Whilst we will make all efforts and our best endeavours to deliver the order as close to the delivery time as possible, it should be noted for any orders delivered post this time period, the delay is not intentional on our part
  - b. Any such delays or non-delivery could result in maximum to the replacement or refund at most.
  - c. For any products delivered by 3<sup>rd</sup> parties as arranged by the customer, we bear no liability whatsoever for condition of the product from the moment the product is collected by the 3<sup>rd</sup> party as arranged by the 3<sup>rd</sup> Party
  - d. It is the customer's full and sole responsibility to ensure that they arrange for acceptance and receipt of the order at the delivery address. We will not re-deliver the product on any basis due to the perishable nature of our products
  - e. Ownership of the product will be transferred to the customer on full payment and delivery of the product to the customer.
  - f. Once the product is delivered full risk of the product transfers to the customer
7. You may not copy, duplicate, or use any of the products, services and content as contained and offered on the website in any manner whatsoever without our express formal written permission.
8. You are not allowed in any manner to use our services and products for any unauthorized, commercial, or illegal purpose whatsoever