

# Privacy Policy

## 1. Privacy Notice

We will treat all of your personal data as confidential. We will keep it on a secure server and fully comply with all applicable privacy regulations.

### Cookies

So that you can make full use of the personalised features on our website, your computer, mobile phone or other device (all referred to here as device) will need to accept cookies.

To manage your cookie preferences you can set your browser to reject cookies (see the 'Help' menu of your browser to find out how to do this). If you disable cookies please note that certain personalised features of this website cannot be provided to you and functionality to supports your shopping journey with us.

## 2. Online shopping

General information and payment security

Delivery/collection restrictions

Delivery is available within Mainland Singapore Only. Any delivery outside mainland Singapore or restricted areas must be first communicated with Lim Siang Huat Online Customer Care via email at [care@limsianghuat.com](mailto:care@limsianghuat.com).

Collection for orders placed via [limsianghuat.com](http://limsianghuat.com) is available at selected location available during checkout.

We reserve the right to restrict deliveries in certain areas.

### Delivery and collection arrangements

Deliveries and collection times vary by. At the point at which you place your order, the full list of available delivery/collection times will be shown.

Products do not need to be signed as we perform contactless delivery at the delivery address (or upon collection), for example in a front door or your instruction provided during checkout or thru Lim Siang Huat Online Customer Care via email at [care@limsianghuat.com](mailto:care@limsianghuat.com).

Deliveries will always be made to your front door where possible. Where required, if invited and if it is safe for them to do so. However, we reserve the right to refuse entry or to deliver directly to your address if our driver, on rare occasions, believes it is impractical or unsafe. In such cases, our driver will contact you for a suitable alternative. When the delivery address is a commercial building, our driver may deliver your orders to the ground floor building entrance and contact you for collection.

### **Our refund policy**

Online purchases Customers must inform Lim Siang Huat Online Customer Care via email at [care@limsianghuat.com](mailto:care@limsianghuat.com) that they wish to cancel within 24 hours of receiving the goods.

Customers then have 3 days to return the goods once Lim Siang Huat Online Customer Care via email at [care@limsianghuat.com](mailto:care@limsianghuat.com) has been informed. Refunds will be given within 14 working days of receiving the goods back.

If you decide to cancel products that you have ordered online, we will reimburse to you (to the debit or credit card assigned to your order) the amount in relation to products to which cancellation rights apply. This includes the cost of delivery (except for the supplementary costs arising if you choose a type of delivery other than our standard and least expensive method of delivery). We may make a deduction from the reimbursement for loss in value of any products supplied, if the loss is the result of unnecessary handling by you. We will make the reimbursement within 14 working days after the day we receive back from you any product supplied.

Where adequate proof of purchase is not provided by you, we may instead choose to refund the value of the returned items by providing you with a Lim Siang Huat Online gift card or vouchers for the equivalent value of the returned items

If you reject a products you must return them in person to us or by other delivery service at your own cost.

A restocking fees of 15% or \$25 will be applied for any orders that were cancelled due to customer's change of mind. Customers are allowed to cancel orders free of charge should Lim Siang Huat Online is unable to fulfil the order due to limited product or delivery availability.

There may be some exceptions to these rights such as for those products and services listed below where, for reasons of hygiene or safety we are not able to refund or exchange items unless faulty, not as described, not fit for purpose or of satisfactory quality, Chilled and Frozen Products (including Made To Order); Gift Cards, Vouchers, Alcohol, Cigarettes, Tobacco and Other Products by the local law.

## **General payment provisions**

Any of the following cards may be used to pay for your shopping: Visa, MasterCard, American Express, Lim Siang Huat Online gift card or vouchers.

If payment is being made in part or whole by gift card, a gift card can only be applied to an order once. If the gift card is added to an order and the same order is later edited and increased in value, further funds from the same gift card cannot be taken even if subsequent funds are available.

All payment given we will charge to your card upon your order.

All customers collecting shopping, whether the registered customer or a third party, will be asked to provide a form of identification for the person who is paying for the shopping. The identification must match the cardholder name shown in the payment details on the checkout page. The card itself will not be required.

## **Payment Security Policy**

We will treat all of your personal data as confidential. We will keep it on a secure server and fully comply with all applicable privacy regulations.

## **Credit Card safety when shopping online**

Lim Siang Huat Online process your credit card paying using a gateway provider using Secure Sockets Layer (SSL) technology to encrypt your details as they are being transmitted. This technology is designed to minimise the risk that someone else could breach your privacy when shopping online with us.

We provide you with an option to store your card details with the gateway provider, so that you can order from us again without needing to type your details in. If you do not wish to store your card details with us, you can instead enter these in each time you place an order with [limsianghuat.com](http://limsianghuat.com).

Your payment details are held by gateway provider in a secure encrypted server and we do not have access to this data. Gateway provider encrypt card numbers by using a security system which is a common standard relied on by the main financial and banking institutions called Triple DES (Data Encryption Standard).

## **Errors/shortages, not fulfilling orders and quantity limits**

If there are errors or shortages in what we supply to you, we ask that these are brought to the attention of Lim Siang Huat Online Customer Care by email at [care@limsianghuat.com](mailto:care@limsianghuat.com) as soon as possible and preferably within 24 hours after the delivery or collection.

Lim Siang Huat Online may decline to fulfill any order or we may limit the number of units of products per customer or order (including for any bulk purchases of items on promotion or special offers). This applies to all orders – whether through our online shopping and delivery or collection, and also applies to any order where a customer has applied a discount code which they were not the intended recipient of.

### **Nutritional information**

Lim Siang Huat Digital has produced nutritional information on this website for the general information of the public. It contains information gathered from various sources and, although Lim Siang Huat Digital believes it to be accurate at the time of publication, to the extent permitted by applicable law and except as otherwise set out in these Terms and Conditions, Lim Siang Huat Digital accepts no responsibility for, and makes no representation or gives any warranty or undertaking express or implied as to the accuracy or completeness of the information.

### **General Pricing Policy**

The prices stated on the site are exclusive of GST payable.

Charges apply for deliveries for your online shopping orders. Collections for your online shopping orders “Click & Collect” are free of charge and available at selected stores during checkout only.

Charges for delivery and collection for online shopping and "Click and Collect"

Orders above SGD\$120 (Before GST) – FREE

Orders below SGD\$80 (Before GST) - \$10

Click & Collect - FREE

We reserve the right to amend our delivery charges and minimum spend requirements. They will be defined during the checkout process.

Weighed items such as fresh foods may vary in weight from that ordered.

### **Amendments to orders**

Amendments to placed orders must be completed by 3pm before the day of delivery or collection.

Food Made to Order items may only be amended if sufficient notice is given define by Lim Siang Huat Online

## **Promotional terms used on the website**

We often use certain terms and promotional features on our website, which have the following meanings:

**"Advertise promotions"** relate to promotional content that has been created by Lim Siang Huat Digital in conjunction with suppliers of the products featured.

**"Sponsored"** products, are those products which Lim Siang Huat Digital has agreed to promote with the relevant supplier and will therefore appear at the top of your search results.

## **Lim Siang Huat Online guarantees and returns**

Customers are covered by our quality guarantee on every product which means that our products will be of satisfactory quality, fit for their purpose and match our description of them to you. If we deliver a product to you that does not meet these requirements, you can contact us for a replacement or, where this is not possible, for a refund.

Should the customer not be satisfied with an item, the customer can reject it at the point of delivery or collection

Any refunds for unwanted substitutions or returned items will be made after the products have been returned.

Images are provided to help recognise products. Due to packaging redesign and improvements these may not reflect exactly the pack you receive.

## **3. Linking Policy**

### **Links to other websites**

limsianghuat.com aims to include links to websites that provide relevant and useful information for people interested in F&B businesses and it's offering. We do not link to individual personal websites and will not knowingly provide links to sites that contain illegal, offensive or misleading information. Where an organisation has regional or local services and associated websites, we will only link to their official website.

Links will be provided at the discretion of limsianghuat.com. Although we endeavour to check sites for high quality, accurate and appropriate information, Lim Siang Huat Digital will accept no responsibility or liability for any material or service contained on any web site which is not under the control of Lim Siang Huat Digital nor does the existence of such links represent any endorsement or other acceptance of responsibility or liability by Lim Siang Huat Digital for any products or services provided or available on such sites.

### **Linking to limsianghuat.com**

You do not need to request permission to create a text link from your website to limsianghuat.com. However, please use descriptive text such as: F&B supplier, F&B brand recipes, or other information available at limsianghuat.com

### **Contact Us**

Please contact the Lim Siang Huat Digital by email at [digital@limsianghuat.com](mailto:digital@limsianghuat.com) with any queries and the process set out in above.

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