



## TERMS & CONDITIONS OF ORDER AND DELIVERY ("TERMS AND CONDITIONS")

THESE TERMS AND CONDITIONS APPLY TO ALL FOOD DELIVERY ORDERS THAT ARE PLACED WITH LEE WEE & BROTHERS' FOODSTUFF PTE LTD ("WE", "OUR" OR "US"), WHETHER VIA OUR WEBSITE AT [LEEWEEBROTHERS.COM](http://LEEWEEBROTHERS.COM), THROUGH OUR DELIVERY HOTLINE (6535 6535), OR BY ANY OTHER MEANS. BY PLACING YOUR FOOD DELIVERY ORDER WITH US, YOU ACKNOWLEDGE THAT YOU HAVE READ, UNDERSTOOD AND AGREE TO BE BOUND BY THESE TERMS AND CONDITIONS.

### PAYMENT POLICY

1. YOU ARE REQUIRED TO MAKE PAYMENT VIA DEBIT CARD, CREDIT CARD OR FUNDS TRANSFER (VIA ATM OR INTERNET-BANKING) WHEN YOU PLACE YOUR ORDER.
2. A MINIMUM ORDER OF S\$30 IS REQUIRED FOR PAYMENT ONLINE VIA DEBIT OR CREDIT CARD.
3. WE WILL NOT PROCESS AND DELIVER YOUR ORDER UNLESS WE HAVE RECEIVED ADVANCE PAYMENT FROM YOU. WE DO NOT ACCEPT CASH PAYMENT ON DELIVERY.
4. ALL PRICES ARE INCLUSIVE OF PREVAILING GOODS & SERVICES TAX (GST).

### DELIVERY AND SURCHARGES

5. OUR DELIVERY HOURS ARE FROM 6.00AM TO 7.00PM DAILY. (PLEASE REFER TO CLAUSE 8 FOR SURCHARGES)
6. WE DO NOT PROVIDE DELIVERY SERVICES FOR ORDERS BELOW S\$107. PLEASE ARRANGE TO SELF-COLLECT YOUR ORDERS AT ONE OF OUR OUTLETS (EXCEPT FOR RIVERVALE MALL OUTLET).
7. WE PROVIDE DELIVERY TO A SINGLE LOCATION, FOR:
  - (I) A MINIMUM ORDER OF S\$107, FOR ALL AREAS EXCEPT LOCATIONS WITH POSTAL CODES STARTING WITH 09 AND 62; OR
  - (II) A MINIMUM ORDER OF S\$128.40, FOR DELIVERY TO LOCATIONS WITH POSTAL CODES STARTING WITH 09 AND 62.
8. SURCHARGES ARE LEVIED IN THE FOLLOWING SITUATIONS, SUBJECT TO AVAILABILITY ON FIRST COME FIRST SERVE BASIS:

ORDER CONDITIONS	SURCHARGE AMOUNT
WEEKDAY DELIVERY BEFORE 8.00AM AND AFTER 5.00PM	S\$32.10
WEEKEND DELIVERY BEFORE 9.00AM AND AFTER 6.00PM	S\$32.10
DELIVERY MADE IN LESS THAN 1.5 HOURS' TIME ALLOWANCE	S\$23.55
DELIVERY TO LOCATIONS WITH POSTAL CODES STARTING WITH 01, 02, 03, 04, 05, 06, 07, 08, 17, 18, 19, 22 & 23, ON ANY DAY OTHER THAN A SUNDAY OR A PUBLIC HOLIDAY (PLEASE REFER TO CLAUSE 11).	S\$8.55



DELIVERY TO LOCATIONS WITH POSTAL CODES STARTING WITH 09 AND 62	S\$8.55
DELIVERY ON CHRISTMAS EVE, CHRISTMAS DAY, NEW YEAR'S EVE AND NEW YEAR'S DAY	S\$21.40
PAYMENT ONLINE VIA DEBIT AND / OR CREDIT CARD WITH ORDER AMOUNT LESS THAN S\$100	2% OF TOTAL ORDER AMOUNT

9. WE MAKE EVERY EFFORT TO DELIVER YOUR ORDER WITHIN THE SPECIFIED DELIVERY TIME. HOWEVER, UNFORESEEN CIRCUMSTANCES LIKE ACT-OF-GOD OR TRAFFIC/PARKING RESTRICTIONS MAY RESULT IN DELAYS. ALL DELIVERY TIMES STATED, AGREED OR REPRESENTED BY US ARE MEANT TO BE INDICATIVE ESTIMATES ONLY, AND WE WILL NOT BE BOUND BY OR RESPONSIBLE FOR ANY INCONVENIENCE OR LOSS ARISING TO YOU FROM LATE DELIVERIES.
10. OUR FOOD AND DELIVERY SERVICE IS SUBJECT TO THE AVAILABILITY OF OUR RESOURCES, AND WE RESERVE THE RIGHT TO CANCEL OR REJECT ANY ORDER THAT YOU MAY PLACE WITH US.
11. FOR DELIVERY TO CERTAIN PUBLIC PLACES, LOCATIONS WITH LIMITED ACCESS OR LOCATIONS WITH POSTAL CODE STARTING WITH 01, 02, 03, 04, 05, 06, 07, 08, 17, 18, 19, 22 & 23, WE RESERVE THE RIGHT TO REQUEST CUSTOMERS TO KINDLY MEET OUR DELIVERY REPRESENTATIVE AT THE NEAREST DESIGNATED LOCATION, SO AS TO ENSURE A SMOOTH DELIVERY FOR YOUR ORDER.
12. IN THE EVENT THAT NO ONE IS PRESENT AT THE DELIVERY DESTINATION TO RECEIVE YOUR ORDER, A S\$12.85 SURCHARGE IS APPLICABLE FOR A RETURN TRIP TO RE-DELIVER YOUR ORDER, SUBJECT TO THE NEXT AVAILABLE TIME SLOT.

**ORDER POLICY**

13. ALL ORDERS FOR DELIVERY MUST BE MADE AT LEAST 48 HOURS IN ADVANCE (SUBJECT TO FIRST COME FIRST SERVE BASIS), OTHERWISE, AN ADDITIONAL S\$12.85 SURCHARGE IS APPLICABLE.
14. ALL CANCELLATIONS AND AMENDMENTS TO ORDERS MUST BE NOTIFIED IN WRITING VIA EMAIL/FAX.
15. A SURCHARGE OF S\$10.70 IS APPLICABLE FOR EACH ORDER AMENDMENT REQUEST.
16. FOR CANCELLATION OF ORDER, THE BELOW SURCHARGES WILL BE APPLICABLE:

CANCELLATION CONDITIONS	SURCHARGE AMOUNT
CANCELLATION WITH MORE THAN 24 HOURS' NOTICE	S\$10.70
CANCELLATION WITH LESS THAN 24 HOURS' NOTICE	TOTAL ORDER AMOUNT

17. YOU AGREE TO INSPECT THE FOOD AT THE POINT OF DELIVERY TO ENSURE THAT THE DELIVERED FOOD CORRESPOND WITH THE ORDER.



18. WE DO NOT PROVIDE TABLES, CHAIRS, TABLECLOTH, WARMERS AND TAKE-AWAY BOXES AND CONTAINERS.
19. CUTLERY SET IS PROVIDED ONLY FOR LUNCHBOXES, ASSAM SEAFOOD SET, CURRY CHICKEN COMBO AND TINGKAT BUFFET BOX.

#### **OTHER TERMS AND CONDITIONS**

20. WE ADVISE THAT ALL FOOD ORDERS ARE TO BE CONSUMED WITHIN 2 HOURS. CONSUMPTION TIME MAY BE EXTENDED FOR ANOTHER 2 MORE HOURS UPON REHEATING AT THE CORRECT TEMPERATURE AND TIME (PLEASE REFER TO TIME STAMP ON BOXES). TO THE FULLEST EXTENT PERMITTED UNDER LAW, WE DISCLAIM ALL LIABILITY AND WILL NOT BE RESPONSIBLE FOR ANY LOSSES OR CONSEQUENCES.
21. WE ACCEPT NO LIABILITIES FOR YOUR PURCHASE OF OUR PRODUCTS FROM ANY OTHER THIRD PARTIES APART FROM US. WE WILL NOT BE A PARTY TO ANY DISPUTE OR DISAGREEMENT THAT MAY ARISE BETWEEN YOU AND ANY THIRD PARTY IN RELATION TO THE SALE AND PURCHASE OF OUR PRODUCTS.
22. WHILE EVERY CARE HAS BEEN TAKEN IN PROVIDING THIS INFORMATION, LEE WEE & BROTHERS' FOODSTUFF PTE LTD OR ITS AGENCIES CANNOT BE HELD RESPONSIBLE FOR ANY INACCURACY.
23. ACCESS TO OUR WEBSITE OR DELIVERY HOTLINE MAY BE SUSPENDED TEMPORARILY AND WITHOUT NOTICE IN THE CASE OF SYSTEM FAILURE, MAINTENANCE OR REPAIR OR FOR ANY OTHER REASON. WE SHALL NOT BE LIABLE TO YOU OR ANY THIRD PARTY FOR ANY DAMAGE OR LOSS WHATSOEVER, INCLUDING BUT NOT LIMITED TO DIRECT, INDIRECT, PUNITIVE, SPECIAL OR CONSEQUENTIAL DAMAGES, LOSS OF INCOME, REVENUE OR PROFITS, LOST OR DAMAGED DATA, OR DAMAGE TO YOUR COMPUTER, SOFTWARE, MODEM, TELEPHONE OR OTHER PROPERTY, ARISING DIRECTLY OR INDIRECTLY FROM:
  - (I) YOUR ACCESS TO OR USE OF OUR WEBSITE OR DELIVERY HOTLINE;
  - (II) ANY LOSS OF ACCESS TO OR USE OF OUR WEBSITE OR DELIVERY HOTLINE, HOWSOEVER CAUSED;
  - (III) ANY INACCURACY OR INCOMPLETENESS IN, OR ERRORS OR OMISSIONS IN THE TRANSMISSION OF, THE CONTENTS ON OUR WEBSITE; OR
  - (IV) ANY DELAY OR INTERRUPTION IN THE TRANSMISSION OF THE CONTENT ON OUR WEBSITE, WHETHER CAUSED BY DELAY OR INTERRUPTION IN TRANSMISSION OVER THE INTERNET OR OTHERWISE.
24. WE MAY UPDATE THE DETAILS OF OUR PRODUCTS (INCLUDING THE APPLICABLE PRICES), AND THESE TERMS AND CONDITIONS, FROM TIME TO TIME WITHOUT PRIOR NOTICE BY POSTING A NEW VERSION ON OUR WEBSITE. YOU SHOULD CHECK OUR WEBSITE REGULARLY TO ENSURE THAT YOU ARE FAMILIAR WITH THE MOST UPDATED INFORMATION AND TERMS AND CONDITIONS.
25. THE TERMS AND CONDITIONS SHALL BE GOVERNED AND CONSTRUED BY SINGAPORE LAW. YOU AGREE TO SUBMIT ALL DISPUTES ARISING OUT OF OR IN CONNECTION WITH THIS TERMS AND CONDITIONS TO THE EXCLUSIVE JURISDICTION OF THE SINGAPORE COURTS.