

## **Café&Meal MUJI Whole Cake Pre-Orders Terms & Conditions**

The following terms and conditions apply to all whole cake pre-orders at Cafe&Meal MUJI Singapore. By proceeding with the whole cake pre-order you agree to be bound by these terms. For the purposes of clarity, Café&Meal MUJI shall be referred to as “We”/“Our”/“Us” in this policy. MUJI (Singapore) Pte. Ltd. reserves the right to amend these Terms and Conditions at any time.

### **ORDERING**

All pre-orders are to be made 3 days in advance at Café&Meal MUJI outlets. Full payment is to be made to confirm your order. All pre-orders are for self-collections only.

### **PRICING POLICIES**

All products are priced in Singapore Dollars (SGD). All prices are final and non-negotiable. The whole cakes offered is subjected to the individual platform promotions and may reflect varying prices based on the current promotions running. Customers are deemed to have checked the current promotions before proceeding with the orders.

### **CAKE SIZES & COLOUR VARIATIONS**

All weights, recommended servings and sizes are of an approximation and there may be slight variations for the actual cake received. Colours of actual cake may deviate slightly from image on site, colours may be portrayed with slight differences to the human eye and under different lighting.

### **CANDLES & PLASTIC KNIFE REQUEST**

Complimentary candles and a plastic knife will be provided upon customers' request. Please indicate the correct number of big and small candles required.

### **RETURNS**

In the interests of hygiene and food safety, perishable foodstuff cannot be returned or exchanged.

We shall not accept the return of any perishable foodstuff except in the case of a formal agreement by Customer Service. In the event any formal agreement is made for the return of such perishable foodstuff, the same is/are to be returned in its original state and packaging, with proof of purchase, and the vendor shall at its sole discretion, assess the claim on a case-by-case basis.

## **CHANGES & ALTERATIONS**

Order amendments are subjected to availability and confirmation. Any change request to the order after it has been transacted must be submitted and confirmed via email at least 3 working days prior to fulfillment date.

## **PRODUCT DISSATISFACTION**

All cakes must be checked and shall be deemed accepted if no errors or discrepancies are raised immediately upon collection.

## **REFUNDS & CANCELLATIONS**

No refunds and cancellations is allowed once payment is processed and completed. We do not provide refunds for any orders made wrongly. Please check your order carefully before proceeding to payment.

In the rare event that our cakes fail to meet our commitment to quality, a refund or an exchange may be offered at our discretion in a formal agreement by our Customer Service, on a case-by-case basis. Customers has up to three (3) business days commencing from the date of collection of the cake to send to Customer Service (customerservice@muji.com.sg), any claims for loss or damage suffered as a result of consumption or due to any conspicuous defect. After the expiry of the said period, no claim may be legitimately accepted by Café&Meal MUJI thereafter.

## **COLLECTION AND NO-SHOW**

All collections must be made before closing time of the day selected. Cakes that are not collected by closing time would be kept for collection on the next day. Cakes not collected within 3 days from original date of collection would be discarded and no refunds would be made.

Once the cake has been collected, it is deemed as acceptance and we will not bear any responsibility to any damage to the cake thereafter. The person collecting the cake is wholly responsible for checking that the order specifications of the cake received (including provisions of knives, candles, decorations) are correct and in good condition. Subsequent disputes regarding damage to the cake or incorrect cake design will not be entertained if not raised to our staff at the time of collection.

## **STORAGE & COMSUMPTION**

Café&Meal MUJI guarantees the quality and freshness of its products, provided the same are not subject to being kept in an unrefrigerated area for more than 1 hour. All cakes should be refrigerated 1 hour after collection.

It is recommended for all cakes to be consumed within 24 hours from collection, and can be chilled/refrigerated for up to 3 days. All cheesecakes need to be stored in the refrigerator and brought back to room temperature before consuming. Fresh cream cakes are to be refrigerated till just before serving.

It is the customers' responsibility to ensure that the venue has proper storage for the cake. If you need information on the cake box size, or any other details to ensure proper storage, please do not hesitate to ask the team for assistance. We would not be held responsible if the venue does not have proper conditions to store the cake.

#### **ALLERGIES & SPECIAL DIETARY REQUIREMENTS**

We are not halal certified, and our cakes may contain, or come into contact with soy, wheat, dairy, nuts or other allergens, so they are not suitable for those suffering from intolerance or allergies to these particular foods. It is the responsibility of the customer to inform and check on allergy information prior to the ordering of the cakes, and to notify guests of this risk. We will not be held liable for any allergic reaction resulting from the consumption of the cake.

#### **EVENTS BEYOND OUR REASONABLE CONTROL**

We will not be held responsible for any delay or failure to perform or comply with our obligations under these Terms if the delay or failure arises from any cause which is beyond our reasonable control.

#### **RESALE**

All products sold are for sale exclusively through MUJI outlets and networks. It is therefore strictly prohibited to buy the products for purposes of resale outside of our networks, in particular, through any websites. Such acts constitute an infringement of our brands and the integrity of our products, and will subject the perpetrators to legal and criminal liability, where appropriate.

#### **CUSTOMER SERVICE**

In the event that the customer wishes to provide any feedback, please contact Customer Service at [customerservice@muji.com.sg](mailto:customerservice@muji.com.sg). Customer Service will respond within the 3 working days during office hours between 8.30am – 5.30pm.

#### **PERSONAL DATA**

When you submit your personal data (such as your name, email address, telephone numbers, business or residential address, and credit card numbers) to us, you also consent to disclose your personal data to us, and us collecting, using and disclosing your personal data, for purposes connected with your order and ancillary purposes related thereto.