

Terms and Conditions

Grocery Products

Please read these product terms and conditions carefully as they affect your rights and liabilities under the law and set out the terms under which Happy Life Shopping Ltd. makes the products available to you ("Product Terms").

Prices and VAT

Please note that the prices on our Grocery website and app are guide prices only. The actual price you pay will be the price charged at the time your order is picked for delivery. The actual order value cannot be determined until the day of delivery because the prices stated on the website may vary either above or below the prices in-store on the day your order is picked and delivered.

When your order is delivered you may return any item and receive a full refund if you are unhappy with the price charged or for any other reason.

All prices are expressed inclusive of any VAT payable unless otherwise stated. The price of the items does not include the delivery charge which will be charged at the rate specified when you place your order.

Availability

If for any reason beyond our reasonable control, we are unable to supply a particular item, we will not be liable to you. When an item you have ordered is unavailable, we will attempt to deliver a suitable substitute, unless you have asked us not to.

To ensure availability of all our products customers may be limited to a maximum number of items.

Acceptance

Your order is an offer to buy from us. A contract is only formed when we have despatched your order. At any point up until then, we may decline to supply the goods to you.

The Happy Life Shopping Ltd. grocery service is available for non-commercial and domestic use only. We reserve the right to refuse orders from businesses or that we consider are for commercial or other non-domestic concerns.

Delivery

Delivery will be made to the address specified by you when you place your order.

We will deliver your order to the main entrance of the delivery address. At your request, our driver may carry your order into the delivery address, for example, to a particular floor in an apartment block or into your kitchen but only if: a. the driver has your permission and b. our driver believes that it is safe and

practical to do as you request. We always reserve the right to deliver only to the main entrance of the delivery address.

For deliveries to customers at a business address, we can deliver to the ground floor communal entrance of your business, but unfortunately, we are not able to come to your desk. If your business has a shared ground floor reception, this is where we will deliver your shopping.

Please note that we deliver goods only to specified regions within the United Kingdom.

Delivery times will be agreed with you at the time of placing your order.

All goods must be signed for on delivery by an adult aged 18 years or over.

Happy Life Shopping Ltd. follows a "Think 25" policy when delivering age-restricted items, so if the person receiving the goods looks under 25, proof of age will be requested. If proof is not available and there is no-one of that age at the address when delivery is being made, the goods will be retained by the driver. If we attempt to deliver your order to the delivery address as arranged with you but there is nobody at the delivery address to accept your order, the driver will leave notification of attempted delivery and you will need to contact our Customer Service Centre to re-arrange delivery (see below for contact details).

In these circumstances, if we must return to deliver the goods, a further charge may become payable provided that delivery is attempted at the agreed time.

Whilst we make every effort to deliver all your goods in the agreed time, we will not be liable if we fail to do so in part or in full due to circumstances beyond our control.

Delivery items will not be packed in carrier bags. For certain products, such as packaged raw meat, we'll still need to use red hygiene bags. You can hand these back to the driver or the colleague at the collection point to be recycled.

Small, loose fruit and vegetables, such as loose apples, will be put into a small clear bag and then placed directly into the tray, not a paper bag. Larger produce, like melons, will be placed directly into the tray without any bag.

Returns and Refunds / Cancellations

We'd like you to be happy with everything you purchase from Happy Life Shopping Ltd.

Peace of mind when you change yours.

If you change your mind about your purchase which is made by your own money, you automatically get a 14-day 'cooling-off period' when you buy (pay with your own money not the voucher provided by Happy Life Shopping Ltd.) something you haven't seen in person from Happy Life Shopping Ltd - unless it's bespoke or made to measure.

The cooling-off period starts the day after you receive your order.

You won't get a cooling-off period when you buy:

- something that deteriorates quickly - like flowers or food
- an item that was personalised or custom-made for you
- anything from a private individual rather than a business

- a CD, DVD, or software if you break the seal on the wrapping
- Please note that for hygiene reasons, health, and safety, we are unable to accept the return of thongs/strings for exchange or refund under any circumstances, regardless of quantity purchased.

Please do not return any goods if they show signs of being worn, washing, stains, hairs, odours, perfumes, cosmetics, damaged or detached or missing tags or labels, as they will be classed as used and will not be accepted.

Where several items are returned at once, and one of the items has obvious signs of being worn and/or washed, then no items in that return will be accepted due to lack of trust.

Where items were purchased in a multi-pack, the whole pack must be returned.

Returned items must be complete with their original, undamaged retail packaging and any inserts.

Any items, which were delivered in a retail display box must be rigidly protected for return using sturdy cardboard packaging. (Important: Do NOT return them in soft packaging, i.e., padded bags, Jiffy bags, plastic sacks, brown paper etc). Items returned with crushed display boxes are no longer re-saleable and will not be accepted. We suggest you retain the outer cardboard postal packaging for re-use until you are satisfied with the garment.

Use your cooling-off period

You need to tell the seller you don't want the item within 14 days of receiving it. Once you've told the seller, you've got another 14 days to send the item back.

You must let the seller know you're cancelling. Keep a copy so you've got proof you sent it.

You could also phone - but make sure you make a note of who you speak to and what was agreed. It's a good idea to follow up with a letter or email.

How to return the item

You usually have 14 days to return the item after telling us.

You must pay the cost of posting something back to us.

Happy Life Shopping Ltd. can ask you to pay if something gets damaged because it wasn't packaged properly. Happy Life Shopping Ltd. can also ask you to pay (or reduce your refund) if you've reduced the value of the item, e.g., if you wore shoes outside and scuffed the soles.

It's a good idea to get a certificate of posting from your delivery company when you post the item.

We reserve the right to refuse any excessive and/or bad faith returns.

Happy Life Shopping Ltd. will pay you the refund within 14 days from when we receive the item.

if you made your shopping with our provided voucher, please return all products original packaging with your proof of purchase, within 14 days notification, we'll happily offer a replacement with the same price or less and additionally cost of delivery.

In the case of an exchange, this may require a price adjustment and we may make a re-delivery charge.

Is your item faulty or damaged?

We do our best to make sure everything works perfectly, but if you find that any of our products are faulty within 12 months from purchase, we guarantee you a full refund, repair, or replacement.

Many electrical or mobile phone problems can be resolved quickly by our product support guides or by our helplines.

If you are unable to resolve your problem, contact the Happy Life Shopping Ltd. helpline on 01920 28 28 28 local rates from a mobile for further help and support.

All items we supply are required to comply with the contract that Happy Life Shopping Ltd. enter with you when you purchase an item or place an order with us. If they don't, you have the following rights in addition to your legal rights.

1. Within 30 days of receipt of the goods (or for perishable goods within their use-by date), you will be offered the choice of a repair or full refund.
2. From 30 days after receipt of the goods until 12 months, we will arrange for a repair of the goods and, if this does not work, a refund.
3. If after the first 12 months from receipt of the goods you encounter an issue with your product, please contact our customer services team on 01920 28 28 28 who may be able to help.

Receiving your refund

Once we have received your product, we'll refund your money in the same way you initially paid for it.

By credit or debit card – Your money will go back onto the same card.

If you purchased at an offer price, your refund will be based on that promotional price. If you are returning items that were purchased on a promotion, such as 'Buy one get one half price' or '3 for 2', then the promotion will no longer apply, and your refund value will be adjusted accordingly.

Where you use a coupon when paying for your order, the coupon will be considered used.

If you have any questions around receiving a refund, please call our customer service team on 01920 28 28 28.

Payment

We accept the following payment methods: Visa, Mastercard, American Express, Maestro, Visa Debit. We're unable to accept Maestro cards for Delivery Saver payments. We don't currently accept Visa Electron cards. If you do have an Electron card, please check with your issuing bank as they can upgrade your card to let you shop online with us. You can also pay using Happy Life Shopping Ltd. Vouchers. Your credit/debit card details will be encrypted to minimise the possibility of unauthorised access or disclosure. Authority for payment must be given at the time of placing your order.

In order to help us validate your payment card, a pre-authorisation amount of £2 is reserved from your account automatically when you check out. Upon validation of this amount, checkout can continue. On

the day of delivery, full authorisation takes place whereby the total amount is requested from your bank and the £2 pre-authorisation request is removed.

If you cancel your order, the pre-authorisation reserve will be removed from your account within a few working days.

Please ensure that the expiry date of your payment card is after the anticipated despatch date of your order. Payment is taken at the point of despatch for goods and if the payment card has expired, we will be unable to take payment and fulfil your order.

General

These Product Terms shall be governed by and construed in accordance with the laws of England and Wales and any disputes will be decided only by the English courts.

If any of these Product Terms is held by any court of competent authority to be unlawful, invalid, or unenforceable, in whole or in part, this will not affect the validity of the remaining Product Terms which will continue to be valid and enforceable to the fullest extent permitted by law.

Your legal rights

Our refund policy is in addition to and does not affect any of your legal rights.

The simplest way to return your items are set out above but you can also tell us you've changed your mind by calling our customer service on 01920 28 28 28.

If you have any complaints about an online transaction, please get in touch at our Contact Us page and we will endeavour to find a solution