

WEBSITE TERMS AND CONDITIONS OF USE

1. About the website

1.1 Welcome to www.splendourbox.com.au (the 'Website'). The Website provides you with the opportunity to browse and purchase various products and subscription boxes that have been listed for the sale through the website (the 'Products'). The website provides this services by way of granting you access to the content on the website (the 'Purchase Services').

1.2 The Website is operated by Splendour Box and Powered by Shopify. Access to and use of the website, or any of it's associated Products or Purchase services, is provided by Splendour Box. Please read these terms and conditions (the 'Terms') carefully. By using, browsing and/or reading the website, this signifies that you have read, understood and agree to be bound by the Terms. If you do not agree with the Terms, you must cease usage of the Website, or any of the Purchas Services, immediately.

1.3 Splendour Box reserves the right to review and change any of the Terms by updating this page at its sole discretion. When Splendour Box updates the Terms, it will use reasonable endeavours to provide you with notice of updates to the Terms. Any changes to the Terms take immediate effect from the date of their publication.

2. Acceptance of the Terms

You accept the Terms by remaining on the Website. You must use the website in accordance with these Terms and for your own non-commercial and personal use. You must be over 18 to register and use the website.

3. Registration to use the Purchase Services

3.1 In order to access the Purchase Services, you must first register as a user of the Website. As part of the registration process, or as part of your continued use of the Purchasing services, you may be required to provide personal information about yourself including:

- a) an email address
- b) preferred username
- c) a mailing address
- d) a telephone number
- e) a password

3.2 You warrant that any information you give to Splendour Box in the course of completing the registration process will always be accurate, correct and up to date.

3.3 Once you have completed the registration process, you will be a member of the Website ('Member') and agree to be bound by the Terms. As a member you will be granted immediate access to the Purchase services.

3.4 You may not use the Purchase Services and may not accept the Terms if:

- a) you are not of legal age to form a binding contract with Splendour Box; or b) you are a person barred from receiving the Purchase Services under the laws of Australia or other countries including the country in which you are resident of from which you use the Purchase Services.

4. Your obligations as a member

4.1 As a member, you agree to comply with the following:

You will use the purchase services only for the purpose that are permitted by:

- a) the Terms;
- b) any applicable law, regulation or generally accepted practices or guidelines in the relevant jurisdictions;
- c) you have the sole responsibility for protecting the confidentiality of your password and email address. Use of your password by any other person may result in the immediate cancellation of the Purchase services;
- d) any use of your registration information by any other person, or third parties, is strictly prohibited. You agree to immediately notify Splendour Box of any unauthorised use of your password or email address or any breach of security of which you have become aware;
- e) access and use of the Website is limited, non-transferable and allows for the sole use of the Website by you for the purposes of Splendour Box providing the Purchase Service;
- f) you will not use the Purchase Services or Website for any illegal and/r unauthorised use which includes collecting email addresses of Members by electronic or other means for the purpose of sending unsolicited email or unauthorised framing of or linking to the Website;
- g) you agree that commercial advertisements, affiliate links, and other forms of solicitation may be removed from the Website without notice and may result in the termination of the Purchase Services. Appropriate legal action will be taken by Splendour Box for any illegal or unauthorised use of the Website; and
- h) you acknowledge and agree that any automated use of the Website or its Purchase Services is prohibited.

5. Orders, Subscriptions, Cancellations and Returns Policy

5.1 You may purchase a subscription (recurring monthly billing) or gift (once off purchase).

5.2 All subscriptions automatically renew until cancelled through the website. Unless a subscription is cancelled at least 2 days before the next billing date or subsequent subscription period, the subscription automatically renews for a further subscription period and you will be charged the subscription price.

- 5.3 You must review your order carefully before placing it. Once an order for a subscription is confirmed and the subscription price paid (including any gift purchases of a subscription), Splendour Box will not provide a refund of the subscription price unless Splendour Box cancels or is unable to fulfil your order, in which case, Splendour Box will provide a full refund of the whole or part of the subscription price depending on whether you have previously received boxes during your subscription.
- 5.4 Splendour Box does not accept returns of boxes or individual products except as detailed in 5.5 below.
- 5.5 All boxes and products are checked for quality prior to delivery and while Splendour Box endeavours to ensure that the box and product is delivered to you in good condition, they may be damaged during delivery. If you intend to seek a replacement box or product you must send through a picture sufficiently illustrating the damage to Splendour Box for assessment. If Splendour Box assesses the damage and at its discretion agrees to replace the box or product, you may at your own cost return the damaged box or product to the address we will provide to you. Splendour Box will replace the box and/or product as soon as practical. You accept that Splendour Box will not refund any opened or used products. In the case where the product is sold out, Splendour Box will provide you with an alternative product.
- 5.6 In using the Purchase Service to purchase the product through the Website, you will agree to the payment of the purchase price listed on the Website for the Product (the 'Purchase Price').
- 5.7 Payment of the Purchase Price will be made through Stripe. In using the Purchase Services, you warrant that you have familiarised yourself with, and agree to be bound by, the applicable Terms and Conditions of Use, Privacy Policy and other relevant documentation by the Payment Gateway providers in this case Stripe. You do not require a Stripe account to make a payment, simply enter your credit or debit card details as instructed.
- 5.8 Following payment of the Purchase Price being confirmed by Splendour Box, you will be issued with a receipt to confirm that the payment has been received and Splendour Box may record your purchase details for further use.
- 5.9 In the case of subscriptions, you expressly authorise Splendour Box to process the payment for the subscription price via your relevant payment method at the time of your order.

6 Delivery

6.1 You acknowledge that the Purchase Services offered by Splendour Box integrate delivery (the 'Delivery Services') through the use of third party delivery companies (the 'Delivery Service Providers').

6.2 In providing the Purchase Services, Splendour Box may provide you with a variety of delivery and insurance options offered as part of the Delivery Services by the Delivery Service Providers. You acknowledge and agree that Splendour Box is not the provider of these delivery and insurance options and merely facilitates your interaction with the Delivery Service Providers in respect to providing the Delivery Services.

6.3 In the event that an item is lost or damaged in the course of the Delivery Services, Splendour Box asks that you:

- a) contact the Delivery Service Provider directly to request a refund or to claim on any insurance options available; and
- b) contact us by sending an email to hello@splendourbox.com.au outlining in what way the products were damaged in transit so we are able to determine if the Delivery Services Provider should be removed from the Purchase Services.

7. Copyright and Intellectual Property

7.1 The Website, the Purchase Services and all of the related products of Splendour Box are subject to copyright. The material on the Website is protected by copyright under the law of Australia and through international treaties. Unless otherwise indicated, all rights (including copyright) in the site content and compilation of the website (including text, graphics, logos, button icons, video images, audio clips and software) (the 'Content') are owned and controlled for these purposes, and are reserved by Splendour Box or its distributors.

7.2 Splendour Box retains all rights, title and interest in and to the Website and all related content. Nothing you do on or in relation to the Website will transfer to you:

- a) the business name, trading name, domain name, registered design or copyright of Splendour Box; or
- b) the right to use or exploit a business name, trading name, domain name; or
- c) a system or process that is the subject of a patent, registered design or copyright.

7.3 You may not, without the prior written permission of Splendour Box and the permission of any other relevant rights owners: broadcast, republish, up-load to a third party, transmit, post, distribute, show or play in public, adapt or change in any way the Content or third party contact for any purpose. This prohibition does not extend to materials on the Website which are freely available for re-use or are in the public domain.

8. Privacy

Splendour Box take your privacy seriously and any information provided through your use of the Purchase Services are subject to Splendour Box's Privacy Policy, which is available on the Application.

9. General Disclaimer

9.1 You acknowledge that Splendour Box does not make any terms, guarantees, warranties, representations or conditions whatsoever regarding the Products other than provided for pursuant to these Terms.

9.2 All information on the website is of a general nature and is not intended in any way to replace professional dietary or medical advice. Splendour Box does not make any representations or guarantees as to the suitability of the products on the website for any dietary requirements, medical conditions or allergies. You acknowledge that it is your responsibility to assess the suitability of all products prior to you using the products. Splendour Box expressly excludes any liability that may arise in relation to the suitability of the products for any dietary requirements, medical conditions or allergies.

9.3 Splendour Box will make every effort to ensure a Product is accurately depicted on the Website, however, you acknowledge that sizes, colours and packaging may differ from what is displayed on the Website.

9.4 Nothing in these Terms limits or excludes any guarantees, warranties, representations or conditions implied or imposed by law, including the Australian Consumer Law (or any liability under them) which by law may not be limited or excluded.

9.5 Subject to this clause, and to the extent permitted by law:

- a) all terms, guarantees, warranties, representations or conditions which are not expressly stated in these Terms are excluded; and
- b) Splendour Box will not be liable for any special, indirect or consequential loss of damage (unless such loss or damage is reasonable foreseeable resulting from our failure to meet an applicable Consumer Guarantee), loss or profit or opportunity, or damage to goodwill arising out of or in connection with the Purchase Services or these Terms (including as a result of not being able to use the Purchase Services or the late supply of the Purchase Services), whether at common law, under contract, tort (including negligence), in equity, pursuant to statute or otherwise.

9.6 Use of the Website, the Purchase Services, and any of the products of Splendour Box (including the Delivery Services), is at your own risk. Everything on Website, the Purchase Services, and the Products of Splendour Box, are provided to you on an "as is" and "as available" basis, without any warranty or condition of any kind. None of the affiliates, directors, officers, employees, agents, distributors, third party content providers or licensors of Splendour Box (including any third party where the Delivery Services are made available to you) make any express or implied representation or warranty about it's Content or any products or Purchase services (including the products or Purchase

services of Splendour Box) referred to on the Website. This includes (but is not restricted to) loss or damage you might suffer as a result of any of the following:

- a) failure of performance, error, omission, interruption, deletion, defect, failure to correct defects, delay in operation or transmission, computer virus or other harmful component, loss of data, communication line failure, unlawful third party conduct, or theft, destruction, alteration or unauthorised access to records;
- b) the accuracy, suitability or currency of any information on the Website, the Purchase Service, or any of its Content related products (including third party material and advertisements on the Website);
- c) costs incurred as a result of you using the Website, the Purchase Services or any of the Products;
- d) the Content of operation in respect to links which are provided for the User's convenience;
- e) any failure to complete a transaction or any loss arising from e-commerce transacted on the Website; or
- f) any defamatory, threatening, offensive or unlawful conduct of third parties or publication of any materials relating to or constituting such conduct.

10. Limitation of Liability

10.1 Splendour Box's total liability arising out of or in connection with the Purchase Services or these Terms, however arising, including under contract, tort (including negligence), in equity, under statute or otherwise, will not exceed the most recent Purchase Price paid by you under these Terms or where you have not paid the Purchase Services to you.

10.2 You expressly understand and agree that Splendour Box, its affiliates, employees, agents, contributors, third party content providers and licensors shall not be liable to you for any direct, indirect, incidental, special consequential or exemplary damages which may be incurred by you, however caused and under any theory of liability. This shall include, but is not limited to, any loss of profit (whether incurred directly or indirectly), any loss of goodwill or business reputation and any other intangible loss.

10.3 Splendour Box is not responsible or liable in any manner for any site content (including the content and Third Party Content) posted on the Website or in connection with the purchase services, whether posted or caused by users of the website of Splendour Box, by third parties or by any of the Purchase Services offered by Splendour Box.

10.4 You acknowledge that Splendour Box does not provide the Delivery services to you and agree that Splendour Box will not be liable to you for any special, indirect or consequential loss or damage, loss of profit or opportunity, or damage of goodwill arising out of or in connection with the delivery services.

11. Termination of contract

- 11.1 The Terms will continue to apply until terminated by either you or by Splendour Box as set out below.
- 11.2 If you want to terminate the Terms, you may do so by a) closing your account for all of the Purchase Services which you use, where Splendour Box has made this option available to you or b) in the case of the subscription service, all subscriptions automatically renew until cancelled through the website. Unless a subscription is cancelled at least 2 days before the next billing date (15th of each month) of subsequent subscription period, the subscription automatically renews for a further subscription period and you will be charged the subscription price.
- 11.3 Splendour Box may at any time terminate the Terms with you if:
- a) you have breached any provision of the Terms or intend to breach any provision;
 - b) Splendour Box is required to do so by law;
 - c) The partner with whom Splendour Box offered the Purchase Services to you has terminated its relationship with Splendour Box or ceased to offer the Purchase Services to you;
 - d) Splendour Box is transitioning to no longer providing the Purchase Services to users;
 - e) The provision of the Purchase Services to you by Splendour Box is, in the opinion of Splendour Box, no longer commercially viable.
- 11.4 Subject to local applicable laws, Splendour Box reserves the right to discontinue or cancel your membership to the Website at any time and may suspend or deny, in its sole discretion, your access to all or any portion of the Website or the Purchase Services without notice if you breach any provision of the Terms or any applicable law or if your conduct impacts Splendour Box's name or reputation or violates the rights of those of another party.
- 11.5 When the Terms come to an end, all of the legal rights, obligations and liabilities that you and Splendour Box have benefited from, been subject to (or which have accrued over time whilst the Terms have been in force) or which are expressed to continue indefinitely, shall be unaffected by this cessation, and the provisions of this clause shall continue to apply to such rights, obligations and liabilities indefinitely.

12. Indemnity

- 12.1 You agree to indemnify Splendour Box, its affiliates, employees, agents, contributors, third party content providers and licensors from and against:
- a) all actions, suits, claims, demands, liabilities, costs, expenses, loss and damage (including legal fees on a full indemnity basis) incurred, suffered or arising out of or in connection with any Content you post through the Website;
 - b) any direct or indirect consequences of you assessing, using or transacting on the Website or attempts to do so and any breach by you or your agents of these Terms; and/or

c) any breach of the Terms.

13. Dispute Resolution:

13.1 Compulsory:

If a dispute arises out of or relates to the Terms, either party may not commence any Tribunal of Court proceedings in relation to the dispute, unless the following clauses have been complied with.

13.2 Notice:

A party of the Terms claiming a dispute ('Dispute') has arisen under the Terms, must give written notice to the other party detailing the nature of the dispute, the desired outcome and the action required to settle the Dispute.

13.3 Resolution:

On receipt of that notice ('Notice') by that other party, the parties to the Terms ('Parties') must:

- a) Within 14 days of the Notice endeavour in good faith to resolve the Dispute expeditiously by negotiating or such other means upon which they may mutually agree;
- b) If for any reason whatsoever, 14 days after the date of the Notice, the Dispute has not been resolved, the Parties must either agree upon selection of a mediator or request that an appropriate mediator be appointed by the President of the or his or her nominee;
- c) The Parties are equally liable for the fees and reasonable expenses of a mediator and the cost of the venue of the mediation and without limiting the foregoing undertake to pay any amounts requested by the mediator as a pre-condition to the mediation commencing. The Parties must each pay their own costs associated with the mediation;
- d) The mediation will be held in Western Australia, Australia.

13.4 Confidential

All communications concerning negotiations made by the Parties arising out of and in connection with this dispute resolution clause are confidential and to the extent possible, must be treated as "without prejudice" negotiations for the purpose of applicable laws of evidence.

13.5 Termination of Mediation:

If 14 have elapsed after the start of a mediation of the Dispute and the Dispute has not been resolved, either Party may ask the mediator to terminate the mediation and the mediator must do so.

14. Venue and Jurisdiction

The purchase services offered by Splendour Box is intended to be viewed by residents of Australia. In the event of any dispute arising out of or in relation to the Website, you agree that the exclusive venue for resolving any dispute shall be in the courts of Western Australia, Australia.

15. Governing Law

The Terms are governed by the laws of Western Australia, Australia. Any dispute, controversy, proceeding or claim of whatever the nature arising

out of or in any way relating to the terms and the rights created hereby shall be governed, interpreted and construed by, under the pursuant to the laws of Western Australia, Australia, without reference to conflict of law principles, notwithstanding mandatory rules. The validity of this governing law clause is not contested. The Terms shall be binding to the benefit of parties hereto and their successors and assigns.

16. Independent Legal Advice

Both parties confirm and declare that the provision of the Terms are fair and reasonable and both parties having taken the opportunity to obtain independent legal advice and declare that Terms are not against public policy on the grounds of inequality or bargaining power or general grounds of restraint of trade.

17. Severance

If any part of these Terms is found to be void or unenforceable by a court of competent jurisdiction, that part shall be severed and the rest of the Terms shall remain in force.