

TERMS AND CONDITIONS

By using the site, you accept the terms and agree to obey them. If you don't accept them, please don't use the site.

Who We Are

<http://www.griller.co.uk> is operated by Griller® Head office UK correspondence address 49 High Road, Chadwellheath, Romford RM6 6QJ

Use of the Site

You have permission for temporary use of the site, but we can withdraw or change our service at any time without telling you and without being legally responsible to you.

You must treat all identification codes, passwords and other security information as confidential. If we think you have failed to keep confidentiality, we are allowed to disable any security information (including your passwords and codes).

If you allow anyone else to use our site, you must make sure that they read these terms first, and that they follow them.

Only use the site as allowed by law and these terms. If you don't, we may suspend your usage, or stop it completely.

We frequently update the site and make changes to it, but we don't have to do this, and material on the site may be out-of-date. No material on the site is intended to contain advice, and you shouldn't rely on it. We exclude all legal responsibility and costs for reliance placed on the site by anyone.

We follow our privacy policy in handling information about you. You can read our policy here. By using the site, you agree to us handling this information and confirm that data you provide is accurate.

Intellectual Property Rights

We have secured the right of use in the site (for example the copyright and any rights in the designs) and in any of the material posted on it. They are protected by copyright Griller®2021, Grillo® 2021 and all other trademarks as a family of Griller®.

You are allowed to print one copy and download extracts of any page on

the site for your personal reference, but not for commercial use without a licence from us. You must not alter anything, or use any illustrations, video, audio or photographs separately from the text that goes with them.

If you breach these terms, you lose your right to use our site, and must destroy or return any copies you have made.

Our Legal Responsibility to You

We do not guarantee the accuracy of material on our site. As far as legally possible, we exclude legal responsibility for the following:

- Any loss to you arising from use of our site
- Loss of income, profit, business, data, contracts, goodwill or savings.

We also exclude, as far as legally possible, all terms and warranties or promises implied by law or by statutes.

We don't exclude legal responsibility for death or personal injury owing to our negligence, or legal responsibility for fraud or fraudulent misrepresentation, or for anything else where exclusion is not allowed by the law.

Computer Offences

If you do anything which is a criminal offence under a law called the Computer Misuse Act 1990, your right to use the site will end straightaway. We will report you to the relevant authorities and give them your identity.

Examples of computer misuse include introducing viruses, worms, Trojans and other technologically harmful or damaging material.

You mustn't try to get access to our site or server or any connected database or make any 'attack' on the site. We won't be legally responsible to you for any damage from viruses or other harmful material that you pick up via our site.

Links to Our Site

You are allowed to make a legal link to our website's homepage from your website if the content on your site meets the standards of our acceptable use policy. We can end this permission at any time.

You mustn't suggest any endorsement by us or association with us unless we agree in writing.

Links From Our Site

Links from our site to other sites are only for information. We don't accept responsibility for other sites or any loss you suffer from using them.

Variation

We change these terms from time to time and you must check them for changes because they are binding on you.

Applicable Law

The English courts have the only right to hear claims related to our site, and all disputes are governed by English law.

Liability Limitations

1. We will not be liable to You for any loss of profit or any consequential loss arising from our Contract with You, and our total liability to You under the Contract will not exceed 50 GBP.
2. These Conditions do not limit our liability for death, personal injury caused by our negligence, fraud, breach of the terms implied by section 12 of the Sale of Goods Act 1979, defective products under the Consumer Protection Act 1987, or any other matter that the law says We can't exclude.
3. Neither of Us will be liable to the other for failure or delay in carrying out this Contract which is caused by an event beyond our reasonable control, which We could not have foreseen or which was unavoidable. This includes industrial disputes, energy or transport failures, acts of God, war, terrorism, civil unrest, explosions, mechanical breakdown, natural disasters, malicious damage, or default of suppliers or sub-contractors.

Order Times

Last orders are accepted at 15 minutes before closing, as displayed on our homepage. Please be aware that food preparation can take longer than usual on particularly busy days.

Delivery Policy

Provided you have placed a delivery order and have been given an order reference number (available in the confirmation e-mail) you can expect your delivery to be delivered to your door by one of our drivers.

If you have arranged your order to be sent ASAP (as soon as possible) you can expect delivery to happen as soon as the food has been prepared and our driver can get to you. This is approximately 55 minutes after you have placed the order, but may vary depending demand.

If you have arranged for a particular slot you should expect your food to arrive at the pre-arranged time, plus or minus 15 minutes.

Returns Policy

Your order is prepared freshly at our premises just for you. As such we do not accept any returns of food or drink items. If you have any complaints or comments about your order, please get in touch by either calling the specific restaurant you have ordered or to speak to head office please call 02085909735 or e-mail us at info@online.griller.co.uk. Please provide the date, order address, order reference number (if available) and a contact number for us to get back to you on.

Refund Policy

Under normal circumstance we cannot accept returns or provide a refund for items prepared. However if there are some exceptional circumstance we may provide a refund or credit for your next order. If you have any complaints or comments about your order, please get in touch by either calling the specific restaurant you have ordered or to speak to head office please call 02085909735 or e-mail us at info@online.griller.co.uk. Please provide the date, order address, order reference number (if available) and a contact number for us to get back to you on.

Cancellation Policy

Cancellation of any orders must be requested within 10 minutes of placing the order. Repeat cancellations may result in service being refused in future. You must phone the specific restaurant you have ordered, you can find the details of our stores on <https://online.griller.co.uk/our-stores> or to speak to head office please call 02085909735 or e-mail us at info@online.griller.co.uk during our normal opening hours.