

## TERMS AND CONDITIONS FOR ARTISAN TRADE PTY LTD T/A LOAFERS ARTISAN (52 153 991 103)

### 1. CONFIDENTIALITY AND PRIVACY

**a. Confidentiality:** Unless the relevant party has the prior written consent of the other or unless required to do so by law:

I. Each party will preserve the confidentiality of all Confidential Information of the other obtained in connection with these Terms. Neither party will, without the prior written consent of the other, disclose or make any Confidential Information available to any person, or use the same for its own benefit, other than as contemplated by these Terms.

II. Each party's obligations under this clause will survive termination of these Terms.

III. The provisions of clauses 1.a.I and 1.a.II shall not apply to any information which:

i is or becomes public knowledge other than by a breach of this clause;

ii is received from a third party who lawfully acquired it and who is under no obligation restricting its disclosure;

iii is in the possession of the receiving party without restriction in relation to disclosure before the date of receipt from the disclosing party; or

iv is independently developed without access to the Confidential Information.

**b. Privacy:** Loafers Artisan maintains a privacy policy that sets out the parties' obligations in respect of personal information. Personal information collected (addresses, phone numbers and order history) will not be provided to any third parties and is only used for the placement and delivery of orders. Credit card details will not be retained once the transaction is complete.

### 2. CANCELLATION AND REFUND POLICY

**a. Cancellation:** For cancellation or changes to your order, please email [orders@loafersartisan.com.au](mailto:orders@loafersartisan.com.au) prior to 3 pm the day before your delivery, except in the case of sourdough loaves which require 2-days notice for amendments or cancellations.

**b. Refunds:** Loafers Artisan must be notified of any errors or faults within 24 hours of delivery for a credit to be applied. Please email details (and photos where applicable) to [orders@loafersartisan.com.au](mailto:orders@loafersartisan.com.au).