

Wok&Go Website Terms and Conditions

These Terms and Conditions apply to the Website <https://wokandgo.mobo2go.co.uk> (the "site"). Please read this statement carefully. If you do not wish to be bound by these Terms and Conditions then you should not use this site. Before you can place an order using the site, you must accept our Terms and Conditions by ticking the "I agree to the Terms & Conditions" box.

In these Terms and Conditions ("conditions") the following words and expressions have the following meanings:

- **The customer, you, your:** means you, the customer, who buys the products from Wok&Go
- **Company, our and we:** means Wok&Go
- **Products:** means the products supplied by Wok&Go to the customer
- **Website, site:** means the Website <https://wokandgo.mobo2go.co.uk> and <https://wokandgo.mobo2go.co.uk/mobile>

1. Order and Acceptance

These Terms and Conditions apply to all Website orders for the supply of products by Wok&Go to the customer. All orders for the products shall be deemed to be an offer by the customer to purchase the products in accordance with these Terms and Conditions. The acceptance of orders for the products shall be at the entire discretion of Wok&Go. Our acceptance of an order occurs when you receive an on-screen message confirming your order has been placed at which point, your contract with Wok&Go is made and up until this point, we may decline to provide you with the goods without giving any reason.

2. Products

Any goods displayed or provided on this site are done so on an "if available" basis. Unless stated in writing, the prices quoted by Wok&Go on the web site are inclusive of VAT. The price of the products will be as quoted on the site at the time you confirm your order (by clicking the Pay & Finish button) subject only to any inadvertent technical mistake which we shall not be liable for.

3. Payment

Online credit card payments are secure. You must be the owner of the card you are using. On submitting your order details, you are making an offer to us to purchase the product(s) you have specified in your order form.

4. Collection Times

Our goal is to provide the best food collection service possible and we have an excellent reputation for on-time collections. You will be provided with the earliest possible collection time when ordering, then subsequent collection times after that. It is the responsibility of the customer to ensure that they are available to collect the products at the requested time. Please note that collection times may be longer during busy periods, if we are not able to meet the collection time requested Wok&Go will notify you of a realistic time.

5. Delivery Times

Our goal is to provide the best food delivery service possible and we have an excellent reputation for on-time deliveries. Wok&Go aim to get all delivery orders out within 45 minutes from the time of ordering. You will be provided with the earliest possible delivery time when ordering, then subsequent delivery times after that. However please note that delivery times may be longer during busy periods, Wok&Go will therefore notify you of a realistic time.

6. Returns, Refunds and Cancellation

We reserve the right to refuse your order should it be necessary. In the event of Wok&Go needing to issue a refund we will endeavour to credit your account within 7 - 10 working days. Once an order has been successfully transmitted to store, it is not possible to cancel the order.

7. Offers, Promotions or Discounts

In-store offers, promotions and discounts cannot be used in conjunction with the website. From time to time we may offer additional discounts for purchases made via the Website that do not apply in-store. Online discount vouchers/codes are only redeemable online via the Website. Wok&Go reserve the right to alter or end offers, promotions or discounts at any time.

8. Consent

By submitting your information you consent to the use of that information as set out in the privacy policy statement included in this document.

9. Limitation of Liability

To the fullest extent permitted by law, Wok&Go excludes all liability arising out of its supply of the products and in particular shall not be responsible for any loss or damage, arising directly or indirectly out of or in connection with delay beyond the estimated time of collection or delivery; any circumstances over which Wok&Go had no control of the consequences and which Wok&Go could not avoid by the exercise of reasonable care, or any indirect or unforeseeable loss suffered or incurred by the customer or others in any event, Wok&Go's liability to the customer will not exceed the total price charged for the relevant items, nothing in these conditions shall affect the statutory rights of the customer, hypertext links in this site will lead to websites which are not under the control of Wok&Go. Wok&Go accepts no responsibility or liability in respect of the material on any website which is not controlled by Wok&Go. Wok&Go has taken every care in the preparation in the content of this site. Wok&Go disclaims all warranties, express or implied, to the fullest extent permitted by law, as to the accuracy of all information contained herein these exclusions of liability shall not apply to any damages arising from death or personal injury caused by the fraud or negligence of Wok&Go.

10. Law

Sales on this Website are governed by English law and you agree to submit any dispute to the non-exclusive jurisdiction of the English courts. All orders are subject to these Terms and Conditions and no amendments will be accepted by us. These Terms and Conditions do not affect your legal rights.

These Terms and Conditions only cover the Website. Any other Websites to which you link from this site may be governed by their own Terms and Conditions. We accept no responsibility or liability for the content of Websites which are not under our control.

We are required by law to tell you that sales can be concluded in English only and that we do not file copies of customer contracts:

Wok&Go UK Limited
114 Foregate Street, Chester, Cheshire CH1 1HB
Tel: 01244 376310
Email: customerservice@wokandgo.co.uk

Forster Foods Ltd
Milford House, Unit 6, Grange Road, Chester, CH2 2AN
Tel: 01244 376310
Email: onlineordering@wokandgo.co.uk

Takeout Brands Wok1
Clearwater House, 4-7 Manchester Street, London, W1U 3AE
Tel: 01244 376310
Email: customerservice@wokandgo.co.uk

Takeout Brands Wok2
Clearwater House, 4-7 Manchester Street, London, W1U 3AE
Tel: 01244 376310
Email: customerservice@wokandgo.co.uk

Takeout Brands Wok4
Clearwater House, 4-7 Manchester Street, London, W1U 3AE
Tel: 01244 376310
Email: customerservice@wokandgo.co.uk

Annbrid Noodle Ltd
Milford House, Unit 6, Grange Road, Chester, CH2 2AN
Tel: 01244 376310
Email: customerservice@wokandgo.co.uk

Laker 2 Int Noodle Ltd
Milford House, Unit 6, Grange Road, Chester, CH2 2AN
Tel: 01244 376310
Email: customerservice@wokandgo.co.uk

Paramount Property Services Ltd
27 Western Avenue, Dagenham, RM10 8UB
Tel: 01244 376310
Email: customerservice@wokandgo.co.uk

Spice Nu Ltd
66 Violet Avenue, Uxbridge, Middlesex, UB8 3PS
Tel: 01244 376310
Email: customerservice@wokandgo.co.uk

Holden Oriental Food Limited
41 Marina Drive, Ellesmere Port, Cheshire CH65 0AN
Tel: 0151 355 8424
Email: customerservice@wokandgo.co.uk

Taxride Ltd
Unit 3, Aston Street, Aston, Birmingham B4 7DA
Tel: 0121 233 0309
Email: customerservice@wokandgo.co.uk

Hammalani Ltd
1 Denmark Street, Eden shopping centre, High Wycombe, HP11 2DB

Tel: 01494 521752

Email: customerservice@wokandgo.co.uk

ME NOODLES LTD

230 High Street, Bangor, LL57 1PA

Tel: 01248 361648

Email: customerservice@wokandgo.co.uk

We do not guarantee that this Website will be compatible with all customers' computers.

11. Copyright

Wok&Go owns the copyright in all materials on this site, which may not be used, downloaded, copied, reproduced, republished, posted, broadcast or transmitted. You agree not to adapt, alter or create any derivative work from any material on this site, or to restrict or inhibit the use or enjoyment of this site by anyone else. It is not permitted to create any link to or from this web site without our prior written consent.

Privacy Policy and Disclaimer

1. Security of your Personal Information

Wok&Go is committed to protecting the security of your personal information. We use a variety of security technologies and procedures to help protect your personal information from unauthorized access, use, or disclosure. For example, we store the personal information you provide on computer servers with limited access that are located in controlled facilities. Additionally, when we transmit sensitive personal information (such as a credit card number) over the Internet, we protect it through the use of encryption, such as the Secure Socket Layer (SSL) protocol. We do not store sensitive information (i.e. Credit Card details) in any format on our servers.

2. Use of Cookies

The site does not use cookies.

3. Personal information

In order to process your order or manage interactive customer programs, it may be necessary to ask for personal information such as your name, address, email address and telephone number.

We may use this information to respond to your requests, or to contact you via mail, email or phone to inform you of new products, services or promotions we may offer. However, unless compelled by applicable legislation, we will not provide this information to a third party without your permission, except as necessary to process your order or manage interactive customer programs.

4. Accuracy of collected data

Wok&Go will on its own initiative, or at your request, replenish, rectify or erase any incomplete, inaccurate or outdated personal data retained by Wok&Go in connection with the operation of this Site.

5. Minors

No information may be submitted to Wok&Go by persons under the age of 18 without the consent of a parent or legal guardian, nor may persons under the age of 18 make purchases or other legal acts on this Site without such consent, unless permitted by applicable legislation.

6. Changes

We may change this privacy policy, or change, modify or withdraw access to this Site, or the content of these pages at any time with or without notice.

Contact us:

Wok&Go

Milford House, Unit 6-7 Grange Park, Grange Road, Chester, CH2 2AN

Tel: 01244 376310

Email: customerservice@wokandgo.co.uk