

11 Inch Pizza Little Collins

A.B.N. 38 602 365 346

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REFUND POLICY

When you shop with us at 11 Inch Pizza, your satisfaction is our number one priority. Any order which believed to be faulty or damaged can be returned and refunded at any time. If you have changed your mind in regards to your order and wish to amend or even cancel, please contact us via telephone within 10 minutes. If you amend your order, the price may need to be adjusted accordingly.

We will happily accept the return or exchange of items that purchased in shop or online and returned to us in original condition within reasonable time frame. If you request for refund, please ensure that you provide your credit card details which used for the original payment, this allows us to process your return and refund the payment to you.

If you have any further queries in regards to the return and refund policy, please contact us.

DELIVERY POLICY

11 Inch Pizza will try our best to ensure our customers' orders are delivered/ready to be collected on/within the requested time. If you have chosen for the products to be delivered, 11 Inch Pizza will

deliver the order to the main entrance of the delivery address but any deliveries carried into the delivery address will only be made if the driver and you consent to this. If you are not present to take delivery of the goods at the address given in your order, then we will not refund you the price for your order and will charge you for the full amount of your order.

PRIVACY POLICY

11 Inch Pizza collects personal information in order to provide its products and services to you, including processing any orders you place with us or our franchisees, marketing our products to you, inviting you to participate in guest experience surveys, unless you inform us not to do so. For these purposes, your information may be disclosed to people within 11 Inch Pizza and to our affiliated companies, franchisees, suppliers, agents, marketing agencies and contractors.

We take reasonable steps to protect your personal information from loss or unauthorised access. Unfortunately no data transmission over the Internet can be guaranteed as totally secure. Accordingly, although we strive to protect such information, we do not warrant the security of any information you transmit to us or from our online services and you use these services at your own risk.

If a substantial data breach has or may have occurred (for example, your personal information was shared with unauthorised persons) we will notify you as soon as is practicable and the Office of the Australian Information Commissioner about that actual or possible breach.

We only keep your personal information for as long as it is required for the purpose for which it was collected or as otherwise required by law. We will take appropriate measures to destroy or permanently de-identify your personal information if we no longer need to retain it. These measures may vary depending on the type of information concerned, the way it was collected and how it was stored.

This website is secured with an SSL version 3.0 and no credit card information is stored.

PRIVACY QUERIES

All queries regarding our Privacy Policy should be directed to

11 Inch Pizza Little Collins

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Phone: 9602 5333