

## **STAR ZONE TERMS AND CONDITIONS**

### **Application and Account Details**

If you use this publication and create an account, you are responsible for maintaining the confidentiality of your account and password and for restricting access to your computer, and you agree to accept responsibility for all activities that occur under your account or password. If you are under 18, you may use starzone.co.ke only with involvement of a parent or guardian. STAR reserves the right to refuse service, terminate accounts, remove or edit content, or cancel orders in our sole discretion. We combine the information you give us and use it to improve and personalise our services, content and advertising. . If you do not want your name and mailing details made available, no longer want to receive a Star catalogue or wish to alert us to duplicate mailings, please call us on our helpline number or email [marketing@star.co.ke](mailto:marketing@star.co.ke) Star is committed to respecting your privacy. An electronic copy of each order is held by Star but will not be accessible to you. All orders will be concluded in the English language. We may also contact you for market research purposes. You agree that we may use Personal information provided by you in order to conduct appropriate anti fraud checks.

### **Mailing List**

We combine your information and use it to improve and personalise our services, content and advertising. From time to time, we make portions of our mailing list available to carefully screened companies. If you do not want your name and mailing list made available or no longer choose to receive a Star catalogue or wish to alert us to duplicate mailings, please call 07..... or email us at [information@starzone.co.ke](mailto:information@starzone.co.ke). Star is committed to respecting your privacy. To

review our privacy policy, please visit [starzone.co.ke](http://starzone.co.ke).

## **Delivery**

Delivery is free on all orders. The products will be despatched within 6 working days, subject to availability of the products you have ordered. Please allow extra days for local holidays, national holidays, weekends and sale time. Star reserves the right to amend or change the free delivery offer at any time, but we promise to notify customers at least 14 days in advance.

## **Offer Order Codes**

Free Delivery and other offer order codes remain the property of Star Zone, are non-transferable and may not be reproduced in any form or used in conjunction with any other offer.

## **Returns**

Simply return any unused item within 1 weeks of receipt for a full refund of the price of the goods (provided it is in a new, unused condition). This approval period does not apply to certain jewellery, cosmetics, grooming, photographic, or food products, or Gift Vouchers. You can return your items via your chosen method using the returns label on the reverse of your delivery note. Postage must be paid by the sender and will not be refunded by Star.

## **Any Problems**

If you are dissatisfied in any way with your order or have a query relating to home delivery, please call 07-----. (Lines are open: 24 hours a day) or email us at [International@star.ke.co](mailto:International@star.ke.co).

## **Prices**

The prices quoted are those from the vendors. Due to circumstances beyond our control prices may have to be altered up or down, including any alterations to the rate of value added tax. If for this, or any other reason, an item is not acceptable, it may be returned providing it is sent back within 1 weeks and is in new, unused

condition. Certain products cannot be returned. See section above, for details. All prices shown are cash prices in Kenya shillings. We reserve the right to accept or reject orders, to refuse applications or with prior written notice to close an account. Prices of goods displayed in and ordered through the star may differ from prices in store. We will request payment for the full amount on confirmation of your order.

### **Availability**

All orders for products are subject to availability. In the event of supply difficulties we reserve the right to substitute items of equal quality and value. You will be notified of such substitutes when you place your order.

### **Colour Reproduction**

Star designers take great care with the colours used in the collections. The limitations of colour reproduction and the individual colour settings of your screen may mean a slight variation. Every reasonable care has been taken to ensure that the descriptions are accurate.

### **Supply**

We reserve the right to refuse to enter a contract with any individual or company.

Company Registered Number: -----

Registration: -----

### **Directors**

- Hafsa Abdi Ahmed
- Abdisatar

Company Secretary -----

Telephone calls to and from Star Zone may be recorded or monitored as part of our efforts to further improve service to our customers.

## **Payments**

-----fill that one

## **Registered Office**

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## **Voucher PINs With Money Or A Percentage Off At Starzone.co.ke**

The offer is valid for orders over the minimum value stated in your communication.

The offer is valid until the expiry date shown on your communication.

The offer can only be activated once the voucher PIN has been registered at starzone.co.ke A voucher PIN can only be registered once.

The offer can only be used for purchases made online at starzone.co.ke. It is not valid for telephone transactions. Redemption of the offer involves registering at starzone.co.ke.

The offer is only valid on introductory orders with starzone.co.ke for new customers only. One voucher PIN per customer only.

If the order is returned, the value of the offer is non refundable.

The voucher PIN cannot be exchanged for cash. No change or refund will be given.

Star cannot accept responsibility for the loss of your voucher PIN. It will not be replaced or its value refunded if this happens.

Offer is open to residents of selected countries that are over 18 years old only.

Star reserves the right to amend these terms and conditions and/or discontinue the offer at any time.

Your statutory rights are not affected.

## **Law**

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All contracts will be concluded in the English language.

