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## **TERMS OF USE FOR VENDING MACHINES**

### **SIDD CAPITAL SHOP LTD**

#### **Introduction**

Welcome to Sidd Capital Shop! We are pleased to offer convenient and efficient vending solutions. Following our rapid growth, we have partnered with esteemed companies to expand our reach. We are proud to have our machines installed through collaborations with:

- Kirby Engineering Group
- CBRE Group, Inc.

These partnerships enable us to bring our convenient vending solutions to a wider audience. To ensure a smooth and enjoyable experience for all users, we have established these Terms of Use. By accessing and using our vending machines, you accept and agree to be bound by the following terms, which govern your use of our machines, the purchase of our products, and the services we provide. Please review them carefully before using our vending machines. Your use of our machines signifies your acceptance of these terms and your agreement to comply with them.

#### **Complaints Procedure**

If you have a complaint or issue with the vending machine, please contact us at:

**Email: [customerservices@siddcapitalshop.co.uk](mailto:customerservices@siddcapitalshop.co.uk)**

**Phone: +44 7425901897 (Mon - Fri: 09 AM - 05 PM GMT)**

Please provide as much detail as possible about your complaint, including:

- The date and time of the issue
- The location of the vending machine
- A description of the issue or problem
- Any relevant photos or evidence

We are committed to addressing your concerns promptly and efficiently. We will respond to your complaint within 24 hours and work diligently to resolve the issue as quickly as possible. If

your complaint pertains to a product, we may request its return for inspection to better understand the issue. If we are unable to resolve your complaint, we will provide a refund or replacement product, as applicable.

In some cases, we may request additional information or evidence to support your complaint. We value your feedback and will keep a record of all complaints to identify areas for improvement and enhance our services and products.

## **Price and Payments Procedure**

The prices of products dispensed by the vending machine are clearly displayed on the machine and include applicable taxes and fees. The vending machine accepts various payment methods, including:

- Credit/debit cards
- Mobile payments (e.g., Apple Pay, Google Pay)

Users must ensure they have sufficient funds or credit to make a purchase. Note that the vending machine will not provide change or refunds for overpayments.

Payments are processed through a secure payment gateway, and the Operator does not store or retain any payment card information. Once payment is made, the selected product will be dispensed. If the product is not dispensed, please contact us using the complaints procedure.

Refunds are only provided for defective or unsatisfactory products and will be processed through the original payment method. We reserve the right to change prices at any time without notice, and price changes will be displayed on the vending machine. If a product is not released due to a machine error or malfunction, please report the issue to us within 24 hours, and we will investigate and respond accordingly. We may request additional information or evidence to support the user's claim or may deny any claims that are fraudulent or not supported by evidence.

## **Product Allergens & Safety Information**

At Sidd Capital Shop Vending Machine facility we take the safety and well-being of our customers very seriously, particularly when it comes to food allergies. We understand that food allergies can be life-threatening, and we want to ensure that our vending machines provide a safe and convenient snacking experience for everyone.

To minimize the risk of cross-contamination, we take the following precautions:

- Products are not mixed with each other in the vending machine. Instead, they are grouped by category in separate sections to prevent accidental exposure to allergens.
- We offer a range of allergen-free choices to accommodate different dietary needs.
- Our vending machines are designed to provide clear labeling and easy identification of products, making it easier for customers with food allergies to make informed choices.

However, we want to emphasize that some products dispensed by our vending machines may still contain common allergens, including:

- |             |             |
|-------------|-------------|
| ➤ Peanuts   | ➤ Milk      |
| ➤ Tree nuts | ➤ Shellfish |
| ➤ Fish      | ➤ Eggs      |
| ➤ Wheat     | ➤ Soy       |

If you have a food allergy, we strongly advise you to take the following precautions:

- Always check the ingredient label before making a purchase.
- Contact us if you have any questions or concerns about a specific product.
- Consider choosing allergen-free options to minimize your risk of exposure.

## **Freshness and Quality Guarantee**

At Sidd Capital Shop Vending Machine facility, we take pride in offering a wide range of confectionery and biscuit products from our vending machines. We understand that freshness and quality are crucial when it comes to enjoying these treats, which is why we have implemented the following measures to ensure that our products meet the highest standards:

- **Freshness Recommendation:** We strongly recommend that all confectionery and biscuit products purchased from our vending machines are consumed within 8 weeks of receipt. This timeframe allows our customers to experience the optimal flavor, texture, and aroma of our products. Consuming our products within this period ensures that they are fresh, delicious, and meet our quality standards.
- **Individual Product Dating:** To make it easy for our customers to track the freshness of their purchases, each confectionery and biscuit product is individually dated. This date indicates the recommended consumption period, allowing our customers to plan accordingly. Our customers can find the date on the packaging of each product, making it simple to keep track of how long they have had the product.
- **Quality Control:** We work closely with our suppliers to ensure that all products are manufactured with the highest quality ingredients and meet our freshness standards.

We conduct regular quality control checks to guarantee that our products are fresh, delicious, and meet our customers' expectations.

- **Regular Stock Rotation:** Our vending machines are regularly restocked to ensure that older products are sold before newer ones. This minimizes the risk of stale or expired products being dispensed from our machines. Our stock rotation process ensures that our customers always receive fresh products that meet our quality standards.
- **Benefits of Freshness Guarantee:** By consuming our confectionery and biscuit products within the recommended 8-week period, our customers can enjoy:
  - Optimal flavor and aroma
  - Best texture and consistency
  - Reduced risk of staleness or expiration
  - Confidence in the quality of their purchase

## **Purchase Requirements and Restrictions**

To be eligible to purchase products from our vending machines, you must:

- Be at least 18 years of age (or the age of majority in your jurisdiction, whichever is higher) to purchase:
  - Energy drinks containing caffeine, taurine, and guarana
  - Tobacco products and e-cigarettes containing nicotine
  - Alcoholic beverages (where available)
  - Certain medications and supplements containing pseudoephedrine, ephedrine, or other controlled substances
- Have a valid payment method accepted by our vending machines (e.g. credit/debit card, mobile payment).
- Be physically present at the vending machine location.
- Not be prohibited from purchasing products from our vending machines due to any legal or contractual restrictions.
- Comply with all applicable laws and regulations.

## **Food Hygiene and Safety**

We take food hygiene and safety very seriously. Our vending machines are designed to provide a clean and convenient way to purchase food and drinks. To ensure the highest standards of food hygiene, we:

- Regularly clean and maintain our vending machines, including the dispensing mechanisms and payment systems.
- Stock our machines with products from reputable suppliers who adhere to strict food safety guidelines.
- Ensure that all products are stored and transported at the correct temperatures to prevent contamination and spoilage.
- Provide clear labeling and instructions for proper food handling and storage.
- Train our staff on food hygiene and safety procedures to ensure that our machines are always stocked and maintained correctly.
- Sandwiches being part of our product inventory are clearly labeled with its expiry date, ingredients, and other important detail
- We are certified in **Level 2 Food Safety and Infection Control**, ensuring the highest standards of hygiene and safety in our operations
- **Customer Responsibilities:** As a valued customer, we rely on your cooperation to ensure a safe and satisfactory experience with our vending machines. Please note the following responsibilities:
  - Check the expiration dates and packaging of products before purchasing.
  - Follow proper food handling and storage guidelines to ensure product safety.
  - Report any concerns or issues with product quality or machine cleanliness to us immediately.
- **Our Commitment:** We are committed to providing a safe and healthy food environment for our customers. If you have any concerns or questions about our food hygiene practices, please do not hesitate to contact us.
- **Additional Measures:** We take extra steps to guarantee the quality and safety of our products and services. These measures include:
  - We conduct regular audits and inspections to ensure compliance with food safety regulations.
  - We work closely with local health authorities to ensure that our machines meet or exceed all relevant food safety standards.
  - We provide clear and transparent labeling of ingredients and allergens to help customers make informed choices.

## **Regular Product Inspection and Rotation**

We prioritize freshness and safety by conducting regular product inspections and rotations. Our process includes:

- **Visual Inspection:** Our trained staff visually inspects products every 7 days for any visible signs of damage, expiration, or contamination.
- **Expiration Date Check:** We verify the expiration dates of products and remove any items that are near or past their expiration dates to ensure customers receive fresh products.
- **Product Rotation:** We implement a "first-in, first-out" inventory system, rotating products every 7 days to ensure that the oldest products are sold before newer ones.
- **Inventory Management:** Our team monitors product inventory levels to prevent overstocking, reducing the risk of products expiring or going to waste.

By maintaining these rigorous standards, we guarantee that our products are fresh, safe, and meet our high-quality standards. Customers can trust that our vending machines provide a reliable and healthy snacking experience.

## **Temperature Control and Monitoring**

We ensure that our vending machines maintain optimal temperatures to preserve the quality and safety of our products. Here's how we monitor temperature:

- **Temperature Range:** Our vending machines are set to maintain a consistent optimal temperature to prevent bacterial growth and product spoilage.
- **Real-time Monitoring:** Our machines are equipped with temperature sensors that continuously monitor the internal temperature and alert our team if it falls outside the set range.
- **Regular Checks:** Our staff performs regular temperature checks to ensure that the machines are functioning correctly and that products are stored at a safe temperature.
- **Product Protection:** In the event of a temperature fluctuation, our machines are designed to protect products from temperature-related damage or spoilage.
- **Customer Safety:** By maintaining optimal temperatures, we guarantee that our products are safe for consumption and meet our high-quality standards.

By using our vending machines, customers acknowledge our temperature monitoring practices, ensuring a safe and healthy snacking experience.

## **Returns and Refund**

We strive to provide a satisfying experience for our customers. If you encounter any issues with your purchase from our vending machine, please refer to our returns and refund policy below:

- Defective or Damaged Products:
  - If you receive a defective or damaged product, please contact us within 24 hours to report the issue.
  - We will provide a full refund or replace the product, at your preference.
- Incorrect Products:
  - If you receive an incorrect product, please contact us within 24 hours to report the issue.
  - We will provide a full refund or replace the product with the correct one, at your preference.
- Product Not Dispensed:
  - If the product is not dispensed from the machine, please contact us within 24 hours to report the issue.
  - We will provide a full refund or dispense the product manually, at your preference.
- Refund Process:
  - Refunds will be processed within 5-7 business days after receiving your report.
  - Refunds will be issued in the original payment method.
- Exceptions:
  - No refunds or exchanges will be given for products that are not defective or damaged, or for customer dissatisfaction with product taste, texture, or temperature.

If you have any questions or concerns, please don't hesitate to contact us at:

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## **Customer Reviews**

At Sidd Capital Shop, we're committed to delivering exceptional products and services through our vending machines. To help us achieve this goal, we rely on your valuable feedback!

- **Feedback Collection:** We value your opinions and encourage you to share your thoughts with us through:
  - On-machine surveys: Share your thoughts directly on our vending machines.

- Email: Send us your feedback at [customerservices@siddcapitalshop.co.uk](mailto:customerservices@siddcapitalshop.co.uk)
  - Phone: **+44 7425901897**
  - Social Media: Reach out to us on our social media channels
- **Customer Feedback Matters:** Your input is crucial to our growth and improvement. Here's how we utilize your feedback:
    - We review every comment, suggestion, and concern to identify areas for improvement.
    - Our team uses your feedback to enhance product offerings, machine reliability, and customer support.
    - We strive to respond to every feedback submission, ensuring your voice is heard.

**S. Kamal**

CEO

Sidd Capital Shop LTD