

# Yalla Halal – Terms and Conditions

## 1. About These Terms

1.1 These Terms explain how you may use our website, [www.yallahalal.co.uk](http://www.yallahalal.co.uk) (the **Site**), and order food and goods (**Goods**) through it.

1.2 Please read these Terms carefully before using the Site.

1.3 By using or accessing the Site, or by placing an order, you agree to be legally bound by these Terms.

1.4 If you do not agree to these Terms, you should not use the Site.

1.5 For any questions, please contact us at **contact@yallahalal.co.uk**.

## 2. Definitions

- **Content:** Any text, images, video, audio, software, or other material available on or submitted via the Site.
- **Goods:** Food and beverages offered on the Site by independent Vendors.
- **Site:** [www.yallahalal.co.uk](http://www.yallahalal.co.uk).
- **Terms:** These terms and conditions, which may be updated from time to time.
- **Vendor:** A supplier of Goods listed on our Site.
- **We / Us / Our:** Arabian Home Ltd T/A Yalla Halal, registered in England and Wales (Company No. 12370419) with registered office at 3rd Floor, 80-90 Paul Street, London, EC2A 4NE.
- **You / Your:** The person accessing the Site or placing orders.

## 3. Using the Site & Placing Orders

3.1 The Site allows you to place orders with trusted Vendors. Yalla Halal acts as a **commercial agent** on behalf of Vendors to conclude your sale.

3.2 You must be at least **18 years old** to place an order.

3.3 You are responsible for:

- All costs incurred in accessing the Site;
- Notifying Vendors of any allergies or intolerances before placing an order;
- Reviewing your order details carefully before purchase;
- Keeping your account login details secure.

3.4 Orders cannot be cancelled or changed unless the Vendor agrees.

3.5 Orders are only processed after payment is successfully authorised.

3.6 Vendors may reject an order at their sole discretion. If rejected, you will receive a full refund.

3.7 The Site is intended for use within the UK only.

3.8 We may suspend or block your access if you breach these Terms or any applicable laws.

3.9 We are not responsible for the quality, accuracy, or timing of Goods delivered or collected. Concerns must be raised directly with the Vendor.

## 4. Price & Payment

4.1 Prices shown on the Site **include VAT** but **exclude delivery fees**.

4.2 Delivery fees are confirmed at checkout.

4.3 A **5% service fee** is applied to all orders placed through the Site.

4.4 In the case of pricing errors, you will be informed before your order is processed and given the option to cancel or proceed at the correct price.

4.5 Payments are securely processed via **Stripe**.

4.6 All orders are placed with Yalla Halal acting as a commercial agent for the Vendor.

## 5. Deliveries & Collections

5.1 Delivery charges are calculated and displayed during checkout.

5.2 Vendors are responsible for preparing and fulfilling orders. Delivery timing and logistics may vary.

5.3 For collection orders, you will receive a notification when your order is ready.

## 6. Privacy & Data Protection

6.1 Your privacy is important to us.

6.2 All personal data is handled in line with our [Privacy Policy](#), which explains how we collect, use, and protect your data.

6.3 By using the Site, you consent to such processing and confirm that all data provided is accurate.

## 7. Intellectual Property

7.1 The Site and its Content are owned by us or our licensors and are protected by intellectual property laws.

7.2 You may not use, copy, or distribute any Content without our express permission.

7.3 You agree not to interfere with security features or copyright notices on the Site.

## 8. Accuracy & Site Availability

8.1 While we aim to keep the Site accurate and up to date, we cannot guarantee that it will be free from errors or suitable for your intended use.

8.2 Access may occasionally be suspended for maintenance or updates.

8.3 The Site and its Content are provided for general information purposes only and do not constitute professional or legal advice.

## 9. Third-Party Links

9.1 The Site may link to third-party websites. We are not responsible for the content, terms, or privacy policies of any external sites.

## 10. Limitation of Liability

10.1 Except for liability that cannot be excluded by law (such as death or personal injury), we are not liable for:

- Losses that were unforeseeable or not caused by our breach;
- Losses caused by Vendor errors;
- Business-related losses or loss of opportunity.

## 11. Events Outside Our Control

11.1 We are not liable for any delay or failure caused by events outside our reasonable control, including strikes, natural disasters, internet failures, pandemics, or technical outages.

## 12. Changes to These Terms

12.1 These Terms are effective from **11 May 2020**.

12.2 We may update these Terms at any time. Updates will be posted on the Site.

12.3 By continuing to use the Site after changes are made, you accept the updated Terms.

## 13. Disputes & Complaints

13.1 We aim to resolve disputes quickly and fairly.

13.2 If you have an issue with the Goods or delivery, contact the Vendor directly.

13.3 For issues with the Site, email us at **contact@yallahalal.co.uk**.

13.4 These Terms are governed by the laws of the **United Kingdom**.

13.5 Disputes will be subject to the **exclusive jurisdiction of UK courts**.