

## Terms & Conditions

**Last Updated:** 24<sup>th</sup> October 2025

Welcome to **The Vanilla Shop**. These Terms govern your use of <https://thevanillashop.lk/> and your purchase of products from us. By accessing the Website or placing an order, you agree to these Terms.

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### 1. Company Information

The Vanilla Shop is operated by:

**Agroventures Exports (Pvt) Ltd**

No. 48, Sir Marcus Fernando Mawatha, Colombo 07, Sri Lanka.

Email: [info@thevanillashop.lk](mailto:info@thevanillashop.lk)

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### 2. Use of Our Website

You agree:

- To use the Website for lawful purposes only
  - Not to interfere with or disrupt Website functionality
  - Not to attempt unauthorized access to systems or data
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### 3. Product Information

We strive to display product descriptions and images as accurately as possible.

However:

- Colors and textures may vary slightly
  - Product availability may change
  - Prices are subject to change without prior notice
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#### 4. Orders & Payment

- Orders are confirmed upon full payment
  - You agree to provide accurate details for processing
  - We reserve the right to cancel any order where fraud or incorrect details are suspected
  - Payments are processed through secure payment gateways — we do not store payment card details
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#### 5. Shipping & Delivery (Sri Lanka)

- Delivery times may vary based on location and courier services
  - Risk transfers to the customer upon delivery
  - If delivery cannot be completed due to incorrect address/phone details, an additional delivery fee may apply
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#### 6. Returns & Refunds

Due to the **nature of food-grade consumable items**, returns are accepted **only if**:

- The wrong item was delivered
- The product was damaged during delivery

**Requests must be made within 48 hours** of receiving your order.

To submit a claim, contact: **info@thevanillashop.lk** with images and order details.

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#### 7. Intellectual Property

All trademarks, images, product descriptions, logos, and content belong to **Agroventures Exports (Pvt) Ltd.**

Users may not copy, sell, reproduce, or distribute Website content without written permission.

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## 8. Limitation of Liability

We are not liable for:

- Indirect or consequential losses
- Delays caused by courier services or unforeseeable events
- Misuse or improper storage of products after delivery

Our maximum liability will not exceed the amount you paid for the order.

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## 9. Governing Law

These Terms are governed by the laws of **Sri Lanka**.

Disputes will be resolved by courts of competent jurisdiction in Sri Lanka.