

Terms & Conditions

Last Updated: 24th 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.

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

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.

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.

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.

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.