Yellow means hyperlink

About us

You love ice cream? – We live and breathe them.   
Desert time is the best time of the day – so why not enjoying it as often as you want to? Diazepam café will enchant you with unique ice cream creations and hand-crafted deserts all made with natural flavors and no artificial additives, because we believe that you deserve the best taste and culinary pleasure every day. Try our latest mouthwatering ice-cream creations on a rainy afternoon, take a sip from our delicious ice-cream floats before work or dream away on our soft tasteful cakes with your best friends, all in a cozy vintage atmosphere. You will be overwhelmed by the wide variety of our flavors and lovely products but no worries – our service team loves to recommend the desert best suiting for you.

Upcoming event

Every desert is a highlight for us and we know it is for you as well! So why not celebrate it with events just focusing on ice-cream? Check out our event calendar and don’t miss out our next desert event:

Our Grand Opening is January 15, 2016 – visit us to enjoy discounts and special giveaways!

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| --- | --- |
| Ice-cream making for children | 5th February 2016 |
| Ice-cream making competition for adults | 5th March 2016 |
| Ice-cream tasting (free) | 8th January 2016 |
| Ice-cream decoration competition for children | 25th April 2016 |
| Christmas and Gala event for sponsors | 24th December 2015 |
| Best Ice-cream cake baking competition | 12th January 2016 |
| Ice-cream buffet | 7th April 2016 |
| New flavour launch (Assorted Green tea) | 14th February 2016 |
| Exclusive membership event | 10th January 2016 |
| Ice-cream making demonstration by Chief Chef Martin Polo (Free) | 6th January 2016 |

Service

Diazepam ice-cream – whenever wherever! You have always dreamt of your own desert party or you just want to surprise your guests the best ice-cream creations in the Singaporean heat?   
We plan your big or small party from the scratch and deliver our tasteful sensations right to your doorstep. As an experienced party planner for hotels and celebrities we know what makes the heart of desert lovers skip a beat and astonishes young and old sweet-a-holics. We are your first address when it comes to extraordinary wishes and fancy arrangements – so request your personal party planner here.

To get more information about our services please refer to our Terms and Conditions.

Terms and conditions

This page (together with the documents referred to on it) tells you the terms and conditions on which independent Diazepam ice-cream cafes franchisees supply any of the products listed on the Websites. Please read these terms and conditions carefully before ordering any Products from the Websites or a Diazepam ice-cream cafe (a "**Cafe**"). By accessing the Websites and placing an order, or by visiting a Cafe and placing an order, you agree to be bound by these terms and conditions and the Terms of Use policy set out in the Websites.

If you have any questions relating to these terms and conditions please contact [Diazepam@gmail.com](mailto:Diazepam@gmail.com) before you place an order.

**INFORMATION ABOUT THE Diazepam Café BUSINESS**

The Websites are operated by Diazepam Cafe (“Diazepam”, "Cafe", "we", "our" and/or "us"). Diazepam is registered in Singapore under company number 2882515.

These T&C are applicable for all stores and online order services.

Please note that we accept orders as agent on behalf of Diazepam. The resulting legal contract in relation to the purchase of Products is between you and Diazepam and is subject to these terms and conditions.

**PRIVACY**

We will not transfer personal data that we collect from you via the Websites to third party data processors located in countries that are outside of the Singapore in connection with processing orders that are placed online.

**SERVICE AVAILABILITY**

Diazepam offers a delivery service throughout Singapore. If you live outside a prescribed delivery area, a message will appear on screen notifying you that ordering online will not be possible. This does not stop you buying the Products from your chosen Store, you will just have to phone your chosen Store, order directly from them and collect the order (e.g. Malaysian border cities).

**YOUR STATUS**

By placing an order through the Websites, you warrant that:

a.) you are legally capable of entering into binding contracts; and  
b.) you are at least 18 years old.

**OUR STATUS**

We may provide links on the Websites to the websites of other companies, whether affiliated with us or not. We cannot give any undertaking that any products you purchase from third party sellers through the Websites and Apps, or from companies to whose website we have provided a link on the Websites and Apps, will be of satisfactory quality, and any such warranties are disclaimed by Diazepam absolutely. This disclaimer does not affect your statutory rights against the other third party seller.

**ORDERS, SHIPPING POLICY**

After placing an online order via the Websites, you will be presented with a screen thanking you for your order and confirming your order has been received and accepted by Diazepam (the "**Confirmation Screen**").

Regardless of whether you place an order via the Websites or in a Store, the contract will be between you and Diazepam and will only be formed when you have been presented with the Confirmation Screen (online) or have paid for your goods (in a Store).

Where you have placed an order online, you should also receive a confirmation email. Please make sure the email address you provide is correct and your mailbox is in proper working order, as all correspondence regarding your order is sent to this address.

Incorrect personal details may lead to problems or delays in delivery, so please ensure that you have included your correct address (including postcode), email address and contact telephone number when ordering.

All food preparation and deliveries are the sole responsibility of Diazepam accepting the order whether that order is placed via the Websites or in a Store.

Diazepam provide a quality service, however Diazepam accepts no responsibility or liability for the quality or quantity of any goods delivered by or collected from Diazepam.

For the safety of our drivers, a driver will only deliver to the main door/reception when delivering to apartment blocks, flats or hotels.

There will be no delivery fee if the ordered products exceed $30 SGD, unless the website states a special offer which does not charge any delivery fee.

**PRODUCTS**

If you have an allergy we kindly ask that you do not order online. In this scenario, please telephone your chosen store and inform your order-taker at the store directly in full of your allergies.

**ALCOHOL**

Some products can contain a certain amount of alcohol. Please inform yourself about the ingredients online via livechat or ask our staff.

**AVAILABILITY AND DELIVERY**

Our goal is to provide the best ice cream delivery service in the market which includes maintaining our excellent reputation for on-time delivery. Unfortunately things do not always go to plan and factors, such as weather and traffic conditions, may occasionally prevent us from achieving this.

We will do our best to fulfil your order in accordance with the delivery date and time set out in the confirmation email or, if delivery is specified as asap, within a reasonable time from the time the confirmation email was sent taking into account the volume of orders and circumstances facing Diazepam at the time.

We will inform you if we become aware of an unexpected delay.

**CANCELLATION**

You have the right to cancel an order by telephoning the relevant Store up until either:

a.) for any product except planning services : in the case of any advance order (which is/are order(s) placed more than 1 day before a requested delivery date), up to 1 day before the order is due to be delivered; or  
b.) for planning services : in the case of any advance order (which is/are order(s) placed more than 10 day before a requested delivery date), up to 5 days before the order is due to be delivered; or  
  
c.) in the case of same day orders and deliveries, within a reasonable time (usually just a matter of minutes) and, in any event, before any food has been used to start preparing the order.

You will not be charged for cancelled orders made in accordance with these cancellation provisions. Any payment made prior to an order being cancelled by Diazepam, in accordance with the above, will usually be reimbursed using the same method originally used by you to pay for your purchase.

# Refund policy

Ordered products, which were delivered and accepted by the customer as well as products sold in store which left the hands of our staff cannot be refunded or exchanged in any way.

**PRICE AND PAYMENT**

The price of any Products will be as quoted on our Websites or as advertised in the Stores and may vary from time to time, except in cases of obvious error. Prices include VAT.

Payment for all Products can be by credit or debit card at the point of ordering or in cash at the point of collection. We accept payment via Maestro, Visa Delta, Visa, MasterCard and PayPal.

Should you choose to pay by credit or debit card via the Websites, once your order has been confirmed your credit or debit card will have been authorised and the amount marked for payment.

**LAW AND JURISDICTION**

Contracts for the purchase of Products through our site and any dispute or claim arising out of or in connection with them or their subject matter or formation (including non-contractual disputes or claims) will be governed by Singaporian law. Any dispute or claim arising out of or in connection with such contracts or their formation (including non-contractual disputes or claims) shall be subject to the non-exclusive jurisdiction of the courts of Singapore.  
  
FAQ

It is likely that your question has been asked before! Check our FAQ for your inquiery – if you cannot find the topic you’re interested in contact us!  
  
Where is Diazepam?

Diazepam is located in Singapore and has 5 outlets.

Do you offer other products than ice-cream?  
  
We are an exclusively seller of ice-cream related deserts. We keep on creating specialities for you which is promoted online and in our stores. Stay updated and you might find what you are looking for.

I want to work for you, where can I apply to?

We are working on a career site. Keep in mind that we are a smaller business which wants to keep the family atmosphere in the cafes and between workers. Do not hesitate to talk to our staff members and check posters and flyers in our cafes which offer positions. You can also contact us to have the information about any vacancies.

I am not satisfied with your products. Can I get a refund?

We try our best to satisfy you with our delicious product but we know taste differs. Unfortunately it is not possible to refund products once purchased and consumed. Please refer to our Terms and Conditions ‘Refund Policy’.

Can I bring my pets into cafes?

Unfortunately due to hygienic standards (Singaporean Law) it is not allowed to bring any pets to our cafes.