

DELIVERY & REFUND

Femi's Tea Pte Ltd; and our related corporations, franchising and affiliates ("we," "us," or "our", list in Annex A) provide the content and services available on the Website to you

Delivery

The delivery service only available in Singapore, and delivery fee will calculate by distance automatically when you place the orders. Free shipping in Singapore will applied when your order purchase above \$50.

Delivery time will be Monday to Saturday, 12:00pm to 6:00pm. You can choose the time slot when you place the order, and please do double confirm your order details and delivery address with our staff via WhatsApp 85880107 after you make the payment successfully.

Refund

For your satisfaction, we ensure that you always get pickup drinks according to your requirements. If for any reason you're unsatisfied, we encourage you to contact the store you purchased from. Preparation of your order can begin immediately after your order has been confirmed.

We're very sorry, we cannot cancel, refund or give store credit if you change your mind or mistakenly order an item after the order is prepared. We cannot provide any refund or accept cancellations for our beverages.

In the likelihood of an out of stock product, we can provide refunds or exchanges. If you receive drinks that is different from your receipt, we sincerely apologise and we will provide you with the right order.

For payment by store credit and cash, we will do the refund via store credit to your member account. For payment by credit card, please allow 3 to 5 working days to process. For any other payment methods, please contact WhatsApp 85880107 for more information.

Annex A

Franchising

N.A.