

Please read the terms and conditions below carefully before ordering goods or services from this website. By ordering goods or services on this site you agree to be bound by these terms and conditions.

Section 1: Introduction, Eastern Bakery is a bakery offering pickup and delivery services for its products. shop.easternbakerybh.com

Section 2: Order

2.1. For the supply of goods or services from this website, all contact is between you and Eastern Bakery. You agree to be especially vigilant when providing us with your details and guarantee that this information is accurate and complete at the time of ordering.

2.2. The goods and services purchased on this website are for your own use only and you warrant that the goods purchased by you are not intended for resale and that you act as the principal and not as the agent of another party at any time.

2.3. Please note that some of our merchandise may be suitable for certain age groups only. You must verify that the product you order is suitable for the intended recipient.

2.4. When ordering from this site, you may need to provide an e-mail address and a password. You must ensure that the combination of this information is secure and do not provide this information to a third party.

2.5. We will take all reasonable precautions, to the extent that it is in our power, to keep the details of your order and payment secure

2.6. Any order you place with us is subject to the availability of the product, the delivery capacity and acceptance by us and the participating restaurant. When you place your order online, we will send you an e-mail to confirm that we have received it. This confirmation email will be generated automatically so that you have confirmation of the details of your order. You must inform us immediately if details are incorrect.

2.7. If the ordered delivery and delivery capacity is available, Eastern Bakery will accept the contract and confirm it to the customer. If the details of the order are correct, the contract for the delivery of food, goods or services will be confirmed by email.

2.8. The confirmation message will indicate the delivery details, including the approximate delivery time specified by Eastern Bakery and confirm the price of delivery of the food, goods and services ordered.

2.9. If the delivery of food and / or goods is not available or if there is no delivery capacity, we will also inform you by SMS or phone call.

Section 3: Price and Payment

3.1. Any contract for the delivery of food products from this website is between you and Eastern Bakery; you agree to be especially vigilant when providing us with your details and guarantee that this information is accurate and complete at the time of ordering.

3.2. All prices listed on the website are correct at the time of publication and have been entered as received by the restaurant; although we take great care to keep them up to date, the final price charged to you by the bakery may change at the time of delivery depending on the last menu and prices of the bakery.

3.3. All prices listed on the website for food delivery by the bakery reflect the price at the time of registration.

3.4. All prices for Eastern Bakery listed on the website are correct at the time of publication, however, we reserve the right to modify them in the future.

3.5. The total price of food delivery, goods or services ordered, including shipping and other charges, will be posted on the website when you place your order. Full payment must be made for all goods shipped and services provided. Payment must be made in cash, credit card or debit card. Prices include 5% VAT on all taxable items. A 5% VAT will also be added on the delivery fee.

3.6. The prices listed on the website are determined solely by Eastern Bakery. Any changes to the menu prices at the time of the order are at the sole discretion of the bakery

3.7. All applicable taxes and levies, the rates of these and the manner of application of these taxes are charged and determined by Eastern Bakery based on the NBR rules and regulations in Bahrain.

3.8. The total amount of applicable taxes collected by Eastern Bakery directly.

3.9. The prices listed on the website are determined solely by Eastern Bakery and communicated at the time of registration. Any changes to the menu prices at the time of the order are at the sole discretion of the bakery.

3.10. The food or food sale transaction is between Eastern Bakery and the customer.

3.11. The final tax invoice will be issued by the bakery and delivered to the customer with the order.

Section 4: Delivery

4.1. Delivery times indicated at the time of order are approximate and may vary. The goods will be delivered to the address you indicated at the time of the order.

4.2. Eastern Bakery is responsible for delivering the right item at the right time.

4.3. In case the delivery is made by Eastern Bakery, we will take care to deliver in a timely manner.

4.4. All orders are delivered by refrigerated/suitable van. If the goods are not delivered within the delivery times estimated by us, please contact the bakery. You can also contact us by phone or e-mail and we will try to send you your order as soon as possible.

4.5. In case of late delivery, shipping costs will not be cancelled or refunded by Eastern Bakery.

4.6. If you do not accept the delivery of food and / or goods at the time they are ready for delivery, or if we are unable to deliver at the time indicated due to your failure to provide the appropriate instructions or authorizations, these goods will be deemed to have been delivered to you and all risks and liability with respect to these products will be passed on to you. Any storage, insurance and other costs we incur due to the inability to deliver will be at your expense and you will have to fully indemnify us for this cost.

4.8. You must ensure that at the time of delivery of food and / or merchandise, adequate arrangements, including access if necessary, are in place for the safe delivery of these goods. We will not be liable for any damages, costs or expenses incurred for these goods or premises if this occurs due to lack of adequate access or delivery arrangements.

Eastern Bakery will aim:

4.9.1. To deliver the product to the place of delivery requested by you in your order;

4.9.2. To deliver within the confirmed time;

4.9.3. To inform you if they expect to be unable to meet the estimated delivery time.

4.10. Eastern Bakery will not be liable to you for any loss, liability, costs, damages, charges or expenses arising from late delivery;

4.11. Please note that Eastern Bakery may not be able to deliver in certain locations. If we will inform you using the contact information you have given us when placing your order and will arrange the cancellation of the order or delivery to another delivery address;

Section 5: Cancellation

5.1. You must immediately notify Eastern Bakery if you decide to cancel your order, preferably by phone, and indicate your order number. If the bakery accepts your cancellation, no cancellation fee applies. If the bakery refuses cancellation, eg. because the preparation of the food delivery has been completed and / or the delivery staff has already been sent, it can not be cancelled. We will not be able to refund any orders that have already been shipped.

5.2. We may cancel an order if the product is unavailable for any reason. We will inform you if this is the case and you will return any payment you have made;

5.3. If the cancellation was made on time and once the bakery has accepted your cancellation, we will refund you which includes the initial delivery charge (if any) that you paid for the delivery of the goods or services, if applicable.

5.4. In the unlikely event that Eastern Bakery delivers a wrong item, you have the right to refuse the delivery of the wrong item and you will be fully refunded for the missing item. If Eastern Bakery can only partially deliver (some items may not be available), its staff should inform you or propose a replacement for missing items. You have the right to refuse a partial order before delivery and get a refund. We are not responsible for the wrong or partial delivery. The problem must be resolved directly with the participating restaurant.

Section 6: Complaints

We take complaints very seriously and strive to respond to your complaints within 24 hours. All complaints should be addressed to eb@easternbakery.net

Section 7: Limitation of Liability

7.1. Great care has been taken to ensure that the information available on this site is correct and error-free. We apologize for any errors or omissions that may have occurred. We can not guarantee that the use of the Site will be error free or adapted to the use, in a timely manner, that the defects will be corrected, or that the site or the server that makes it available are free of viruses or bugs or website and we make no warranty, express or implied, as to fitness for purpose or accuracy.

7.2. We do not assume any liability to you for the supply of food, goods and services to the fullest extent permitted by applicable law. This does not affect your statutory rights as a consumer. If we are held liable for loss or damage, this liability is limited to the amount you paid for the goods or services in question. We cannot accept any liability for any loss, damage or expense, including any direct or indirect loss such as loss of profits, regardless of the cause. This limitation of liability does not apply to personal injury or death resulting directly from our negligence.

7.3. We accept no responsibility for any delay, failure, error or omission or loss of information transmitted, viruses or other contamination or destructive property transmitted to you or your computer system via our website.

7.4. We will not be liable for any failure or delay in the performance of the Services or delivery of the Goods where such failure occurs as a result of an act or omission beyond our reasonable control, such as all events crushing and inevitable caused directly and exclusively by forces of a nature that cannot be anticipated, controlled or prevented by the exercise of prudence, diligence and care, including but not limited to: war, riot, civil unrest; compliance with any law or governmental order, rule, regulation or directive and acts of third parties.

7.5. If we are committed to providing the same or similar order to more than one Customer and are prevented from fully complying with our obligations due to Force Majeure, we may decide in our sole discretion what orders we will make. fill in and to what extent.

7.6. We have taken all reasonable steps to prevent and ensure that you are safe and secure. However, we may not be held liable in the event of a breach of the law or a breach of the law.

Section 8: General

8.1. All prices are in Bahraini Dinars.

8.2. We may alter or vary the terms and conditions.

8.3. Payment must be made at the time of delivery the food by cash or paid via debit or credit card on the payment gateway. Failure to pay on time will result in the cancellation of your order.

8.4. Do not use or launch any automated system or link to our website or its online ordering functionality;

8.5. The Terms and Conditions together with the Privacy Policy, any order form and payment instructions constitute the entire agreement between you and us. No other terms of the agreement or part of this Agreement. In the event of any conflict between these terms and conditions, the terms and conditions shall prevail.

8.6. If any term or condition of such agreement shall be deemed to be invalid, or otherwise, the term shall be deemed to be such that it shall be deemed to be deleted and the remainder of the Agreement shall continue to be in force.