



Thank you for your interest in handmade fabric products by Kedai Koolcats! Below are the terms and conditions that apply to your purchase; they are here to explain your rights. If you have any questions, you are always welcome to contact us and we will be happy to explain how this works. What is covered here are things such as who you are purchasing from (section 1), how to make an order (section 2), prices (section 4), and shipping and delivery (section 6).

- General

These general terms and conditions (the “General Conditions”) apply when you (“Customer” or “you”) place an order from Kedai Koolcats (“Company”, “us” or “we”) on KedaiKoolcats.com (the “Website”). By accepting these General Conditions, you confirm that you are at least 18 years old or have your legal guardian’s permission and that you will comply with the General Conditions. You also confirm that you have read the information on personal data and cookies and approve the use of such data in accordance with our Privacy Policy. We sell products to multiple jurisdictions and these General Conditions are set out to be global. Still, depending on the jurisdiction in which you live, mandatory law may also apply. We respect such applicable laws and nothing in these General Conditions shall be seen as a limitation of your mandatory statutory rights, if such laws provide greater rights for you than set out here.

- Orders

When you receive an order confirmation from us, your purchase order is accepted and a purchase agreement is entered into. We encourage you to save the order confirmation for any future contacts with us. We may deny a purchase order for various reasons, for example if you provide incorrect personal data and/or have a record for non-payment of debt. We may cancel an order if the products ordered are sold out. We will then refund any amount paid and notify you about equivalent products if such are available. All products ordered remain our property until we have received full payment for them.

- Refund Policy

We do not accept returns, exchanges or cancellations. However, please contact us if there are any problems with your order.

- Customer Information

You are responsible for ensuring that the personal data that you provide us with is correct and complete. You are responsible for all purchases made with your login details so

make sure that you keep the login details secret and that no unauthorised persons have access to them. Let us know if you suspect that an unauthorised person has obtained access to your login details.

- Prices and Fees

The prices indicated on the Website apply to orders placed on the Website. The prices do not include shipping fees and those are given separately. Please note also that local charges (such as currency conversion fees, credit or bank card fees, sales tax, customs duty etc.) may apply depending on where you live and local regulations. Such charges are at your expense and will not be refunded by us.

- Special Offers

From time to time, we may, for specific products, offer more favourable conditions than those provided for in these General Conditions. Such more favourable conditions are valid only for a limited duration of time, until the specific products are sold out, and may be cancelled by us at any time, and if we do so, the General Conditions will apply without amendments.

- Delivery and Shipping

- Local Delivery

All local orders for products that are in stock and received from Monday to Thursday, will be delivered on the same weekend. All local orders for products that are in stock and received from Friday to Sunday, will be delivered on the following weekend.

- ❖ Weekend delivery for orders below SGD100.00: SGD5.00
- ❖ Weekend delivery for orders over SGD100.00: Free
- ❖ Next evening delivery: SGD10.00 (regardless of total order value)

- International Shipping

Estimated Shipping Time: 2-5 weeks

All international orders for products that are in stock will be processed within 1-3 days and shipped with tracking via Singapore Post. In any case of delay in shipping, we will inform you and continue to monitor the order. Kedai Koolcats will not be liable for items that are lost or damaged during the shipping process.

Customs and Import Taxes

Customers are responsible for any customs and import taxes that might apply. Kedai Koolcats is not responsible for delays due to customs.

- Limitation of Liability

Where applicable mandatory law does not provide otherwise, our liability is limited to direct damages and under no circumstances are we liable for indirect damages such as

loss of earnings etc.

- Intellectual Property Rights

The Website and all its content is owned by us or our licensors and protected by intellectual property and marketing legislation. This means that trademarks, company names, product names, images and graphics, design, layout and information on products, services and other content may not be copied or used without our prior written consent.

- Waiver

We reserve ourselves for any image or typographical errors on the Website, such as errors in product descriptions, technical specifications, inaccurate prices or incorrect information with regards to whether a product is in stock. We are entitled to rectify any obvious errors and, at any time, to change or update the information on the Website accordingly. The images on the Website are for illustration purposes only and do not guarantee to reproduce the exact number of products that you would receive at an order, nor the exact appearance, function or origin of the products.

- Changes to the General Conditions

We may change these General Conditions at any time. We will then set forth the changed General Conditions on the Website and they will enter into force once you have accepted them (in connection with a new order through the Website or while browsing the Website).

- Governing Law and Disputes

In the event of a dispute, we strive to comply with any decision by the relevant national consumer protection authorities. Any dispute regarding the interpretation or application of these General Conditions shall be governed by and construed in accordance with the laws of the country or state where we conduct our business and shall be subject to the non-exclusive jurisdiction of the court at the place of our incorporation. "Non-exclusive jurisdiction" means that you may bring a claim against us in another jurisdiction if provided by applicable mandatory law.

Thank you for supporting handmade fabric products by Kedai Koolcats. We hope that you will love your purchase!

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