

SENDFOOD

TERMS & CONDITIONS

SENDFOOD LTD • Company No. 17411959
128 City Road, London EC1V 2NX, United Kingdom
support@sendfood.org

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These Terms & Conditions ("Terms") govern your access to and use of the SendFood website, platform and related services ("SendFood", the "Platform" or the "Services").

SendFood is operated by SENDFOOD LTD, a company registered in England and Wales under company number 17411959, with its registered office at 128 City Road, London EC1V 2NX, United Kingdom ("SendFood", "we", "us" or "our").

By accessing or using SendFood, creating an account, purchasing or funding restricted-purpose credit, requesting support, or otherwise using our Services, you agree to these Terms.

1. What SendFood Does

SendFood is a technology platform designed to help people provide food and essential grocery support directly to individuals and families who need it.

Through the Platform, supporters may fund restricted-purpose credit or vouchers that eligible recipients can use for approved food, groceries and other permitted essential items through participating merchants, suppliers or fulfilment partners.

SendFood is designed so that support is used for permitted purchases rather than being provided to recipients as unrestricted cash.

The exact permitted use of a particular credit or voucher may be displayed when it is issued or used.

- SendFood credit is not cash.
- It cannot ordinarily be withdrawn as cash.
- It is not intended to function as a bank account or for general-purpose spending.
- It may only be used for goods, merchants, locations or categories permitted by SendFood.
- It may not be sold, exchanged or transferred for cash.
- Availability and acceptance may depend on participating merchants, suppliers and local operating conditions.

2. Who May Use SendFood

You must be at least 18 years old and legally capable of entering into a binding agreement to create an account, fund support or otherwise enter into a transaction through SendFood.

Recipients who are children or otherwise unable to manage an account themselves may be represented by a parent, guardian or other authorised adult where permitted by SendFood. You must provide accurate and truthful information when using the Platform.

3. Supporters

A "Supporter" is a person or organisation that uses SendFood to fund restricted-purpose credit for a recipient, family, campaign, request or other eligible purpose.

When funding support, you understand that you are funding restricted-purpose value intended for permitted food, grocery or essential-item purchases; you are not transferring unrestricted cash directly to the recipient; SendFood may use payment providers, merchants and other third parties to process and fulfil the transaction; and the precise products ultimately obtained may differ because of availability, price changes, local conditions or substitutions.

Unless SendFood expressly identifies a transaction as a charitable donation, payments made through SendFood should not be assumed to constitute charitable donations or qualify for tax relief.

4. Recipients

Recipients may be required to provide information reasonably necessary for SendFood to verify eligibility, prevent fraud and facilitate access to permitted goods. Recipients must use SendFood credit only for authorised purposes.

We may suspend, restrict or terminate access where we reasonably suspect fraud, abuse, sanctions concerns, unlawful activity or material violation of these Terms.

- Recipients must not attempt to exchange SendFood credit for cash.
- Recipients must not sell or transfer credit without our permission.
- Recipients must not use credit for prohibited goods or services.
- Recipients must not provide deliberately false information, create fraudulent requests, manipulate participating merchants, or collaborate to convert restricted-purpose credit into cash or another prohibited form of value.

5. Restricted-Purpose Credit

SendFood credit may only be used within the restrictions associated with that credit. Restrictions may include approved merchants or suppliers, specific categories of food, groceries or essential goods, geographic areas, individual recipients or households, maximum transaction amounts, validity periods and other controls necessary for security, compliance or operation of the Service.

Any applicable expiry or validity period will be communicated where relevant. SendFood credit does not earn interest. Unless required by law or expressly permitted by SendFood, recipients may not redeem SendFood credit for cash.

6. Prices, Payments and Fees

Supporters will be shown the amount payable before confirming a transaction. Where SendFood charges a platform, processing, service or other fee, the applicable charge will be disclosed before the transaction is completed.

Payments may be processed by third-party payment service providers. Your bank, card issuer or payment provider may separately impose currency-conversion, international transaction or other charges. SendFood does not control those charges.

Prices of groceries and other permitted items may change between the time a request is created and the time the credit is used.

7. Currency Conversion

SendFood may operate across multiple countries and currencies. Where currency conversion is required, the amount received or available for permitted purchases may be affected by exchange rates, payment-provider charges and other conversion costs. Where practicable, relevant amounts

and charges will be displayed before a Supporter confirms payment.

8. Availability and Substitutions

Food and grocery availability can change rapidly, particularly in locations affected by conflict, displacement, supply shortages, border restrictions, infrastructure disruption or other exceptional conditions.

A requested product is not guaranteed to be available. A recipient or participating merchant may, where permitted by the Platform, select a reasonable substitute or alternative permitted product. Images, descriptions, quantities and prices may be supplied by third parties and may differ from what is locally available.

9. Fulfilment and Third-Party Merchants

SendFood may work with independent merchants, supermarkets, payment providers, technology providers, logistics providers and other third parties. Unless expressly stated otherwise, those third parties are independent businesses and are not employees or agents of SendFood.

SendFood will take reasonable steps to facilitate the proper operation of the Platform but cannot guarantee that every merchant, product, location or fulfilment method will remain continuously available.

10. Refunds and Cancellations

If you believe a transaction was made in error, duplicated, unauthorised or has not been properly processed, contact support@sendfood.org as soon as possible.

Whether a transaction can be cancelled or refunded depends on its status, including whether restricted-purpose credit has already been issued, allocated, redeemed or used.

Where cancellation or refund rights are provided by applicable consumer law, those rights are not affected by these Terms. If we cannot provide the relevant SendFood service or restricted-purpose value and no appropriate alternative can reasonably be provided, we may cancel the transaction and return the applicable amount to the original payment method.

We may refuse a refund where restricted-purpose value has already been lawfully redeemed or consumed, except where applicable law requires otherwise. Nothing in these Terms limits any mandatory statutory rights you may have.

11. Fraud, Misuse and Verification

We may use manual and automated checks to identify suspicious activity and may request additional information or documentation where reasonably necessary to verify identity or eligibility, prevent fraud or duplicate accounts, investigate suspicious transactions, protect recipients and Supporters, comply with legal obligations, or enforce these Terms.

We may delay, block, cancel or investigate a transaction where reasonably necessary for these purposes.

12. Sanctions and Illegal Activity

You must not use SendFood in violation of applicable laws, sanctions, trade restrictions, anti-money-laundering requirements or other legal obligations. SendFood may conduct screening or request information where necessary for legal or compliance purposes.

We may refuse, suspend or cancel a transaction where we reasonably believe processing it would expose SendFood or one of our service providers to legal or regulatory risk.

13. Accounts and Security

You are responsible for maintaining the security of your account credentials and for activity carried out through your account where you have failed to take reasonable steps to protect those credentials. Notify us promptly at support@sendfood.org if you believe your account or SendFood credit has been compromised.

14. Prohibited Uses

You may not use SendFood for unlawful or fraudulent purposes; to launder money or disguise the origin or destination of funds; to finance prohibited persons, organisations, goods or activities; to obtain cash from restricted-purpose credit; to exploit or impersonate recipients; to interfere with Platform security; to scrape personal information without permission; to upload malicious code; or to circumvent spending, geographic or merchant restrictions.

15. Humanitarian and High-Risk Environments

Some SendFood services may operate in areas affected by armed conflict, humanitarian emergencies, displacement, shortages, communications outages or damaged infrastructure. These circumstances can materially affect availability, pricing, communications and fulfilment.

While SendFood will take reasonable steps to provide its Services, we cannot guarantee uninterrupted access or fulfilment where events outside our reasonable control prevent or delay operation.

16. Intellectual Property

The SendFood name, branding, Platform design, software, text, graphics and other materials owned by SendFood are protected by applicable intellectual-property laws. You may not reproduce, distribute, modify or commercially exploit SendFood-owned materials without our permission, except where permitted by law.

17. Platform Availability

We may modify, maintain, update, suspend or discontinue parts of the Platform where reasonably necessary. We do not guarantee that the Platform will always be available without interruption or error. Where practical, we will seek to minimise disruption.

18. Our Responsibility to You

Nothing in these Terms excludes or limits liability where doing so would be unlawful, including liability that cannot legally be excluded under applicable consumer law.

Subject to those rights, SendFood is not responsible for losses caused solely by circumstances outside our reasonable control, including armed conflict, border closures, natural disasters, telecommunications failures, government action, severe supply shortages or failures of independent third-party infrastructure.

We do not guarantee that a particular requested product will be available at a particular time or price. If you use SendFood as a consumer, nothing in these Terms affects your statutory consumer rights.

19. Suspension and Termination

We may suspend or terminate access to SendFood where reasonably necessary because of a serious or repeated breach of these Terms, suspected fraud or abuse, security risks, legal or regulatory requirements, sanctions or compliance concerns, or conduct that creates material risk to recipients,

Supporters, merchants or SendFood.

20. Changes to These Terms

We may update these Terms as SendFood develops, our services change or applicable laws and regulations change. The current version will be published on our website with its effective date. Where a change materially affects existing users or existing restricted-purpose credit, we will provide additional notice where reasonably appropriate or legally required.

21. Governing Law

These Terms are governed by the laws of England and Wales. If you are a consumer, you may also have mandatory rights under the laws of the country in which you live, and nothing in these Terms removes rights that cannot lawfully be excluded.

22. Complaints and Contact

Questions, complaints or concerns about SendFood can be sent to SENDFOOD LTD, 128 City Road, London EC1V 2NX, United Kingdom, company number 17411959, or by email to support@sendfood.org. We will endeavour to investigate and respond within a reasonable period.