

# 1. Standard Terms and Conditions

Please make sure you have read our Terms and Conditions (this page), Website Terms of Use, Privacy and Cookie Policy before proceeding with your order. It is essential to note that refunds and cancellations cannot be made to online orders apart from in exceptional circumstances.

## Contact Us

If you want to talk to us about the website or any queries relating to your order please call our Head Office on 0208 555 6567, 10am - 5pm, Monday to Friday only.

If you would like to write to us please direct correspondence to:

### Our Registered Address:

Firezza Limited, 10 Prize Walk, East Village, Stratford, E20 1AD.  
Company No. 04158876

We are always seeking to improve the customer experience. If there is anything you think we could do better please don't keep it to yourself, let us know. We care about what we do and we genuinely value your feedback.

## Menu and Prices

Firezza reserves the right to change the menu, offers, prices and delivery charges without notice. Standard offers, promotional offers and promotional codes cannot be used in conjunction with any other discount or special offer. A 1/2 metre is considered as 2 pizzas (2 x 1/4m) which come together as one pizza (you can have different toppings on each half). If you see 'Individual Pizza' featured anywhere, it refers to a single 1/4m pizza on its own.

Some items on the menu may contain nuts and other allergens, please ask one of our staff if you are not sure. For all allergens information see [here](#).

Where applicable, all prices are inclusive of VAT at the standard rate.

## My Firezza Loyalty Programme

- For every £10 spent with us you will receive 1 FIREZZA reward
- Collect rewards to receive free products
- Rewards can be redeemed in combination with meal deals and existing discounts
- Minimum delivery charges of £11.99 apply when points are redeemed
- At present, the loyalty scheme is available for online orders only
- Redemption is always available for the next order
- If your Firezza Loyalty rewards are not redeemed within 3 months of the date the Rewards were earned they will be lost.

## Sale of Alcohol

It is a criminal offence to sell intoxicating liquor to a person under the age of 18. We support a photographic driving licence, passport, or proof of age cards, which are accredited by the Proof of Age Standards Scheme (PASS) as proof of age. Cards accredited by the scheme show a photograph, details of the person's age and a PASS hologram. If you cannot produce valid photographic identification, the sale will be refused. This applies to delivery and collection orders.

## Ordering Online

You have the option of making full payment online at the time of ordering. Alternatively, you can pay by cash on delivery or collection.

Online orders and any subsequent payments made to Firezza Limited are strictly non refundable and cannot be cancelled.

All online delivery orders have a £11.99 minimum spend, including those with promotional discounts. Firezza Limited reserves the right to cancel, amend, change or withdraw any offer or promotion at any time.

## **Cancellations & Refunds**

Firezza Limited offer a standard no refund policy on all orders made, either online for delivery or collection, or by walk-in. If you wish to cancel your order you will not be offered a refund, this includes any other fees and surcharges.

If you have a complaint to raise about your experience online, from a delivery or a store, please get in touch with us directly from our feedback page.

## **Data Protection, Privacy & Security**

We have structured our website so you can visit us and obtain information easily. Once you choose to provide us with any information by which you can be identified, you can be sure that it will only be used in accordance within the data protection laws.

## **Privacy Policy Statement**

You can read our fully privacy policy [here](#). Firezza Limited may contact you about promotions that might interest you. If you have ticked the opt-in boxes on our website, you have given your consent to receive marketing communications by email, text, post or other electronic means. If anytime you do not wish to receive such communications or have further questions, please email [info@firezza.com](mailto:info@firezza.com) or click on the unsubscribe link in our newsletter to opt-out from our email database. Firezza takes your privacy very seriously and the information you provide will be held under the Data Protection Act 1998.

## **Marketing Communications**

Once you've made an order with us, your email address and personal details will be used for marketing communications from Firezza Limited. This will include details of our latest promotions, news and information on Firezza Limited. This may include marketing communications received through: emails, phone calls, SMS and post. You can unsubscribe from our marketing communications at any time. To unsubscribe from emails you will need to click unsubscribe on the email link provided. If you wish to unsubscribe from SMS marketing you will need to send an SMS to +447860064063 containing the word FIRESTOP. Alternatively you can email [csaba.biro@firezza.com](mailto:csaba.biro@firezza.com) to opt-out of any marketing communications.

We do not share your electronic information with any third party unless you have explicitly stated you are happy for us to do so. This excludes data shared between any Group Companies that run, manage or own Firezza Limited.

## **2. Voucher and Promotional Terms**

All Firezza Limited offers and promotions are covered by these standard terms and conditions. All offers may be subject to supplementary restrictions and conditions which will be detailed on this page below. If you can't find what you are looking for please email [info@firezza.com](mailto:info@firezza.com) for more details.

### **Standard Terms for Offers & Promotions:**

- Firezza Limited reserves the right to amend, cancel or change all offers and promotions at any time, without notice.
- All promotions and offers cannot be used in conjunction with any other discount, staff discount or offer.
- Minimum delivery value of £11.99 will still apply when a promotion or offer is applied. The minimum

order value relates to the basket value after promotional discounts have been applied.

- Vouchers issued by Firezza Limited will always contain an 'up to the value' or discount percentage amount.
- No cash alternatives and the difference in order value to the 'up to value' amount will not be given in change or credit.
- Delivery and Admin Fees, along with surcharges cannot be used within the voucher values limit.
- Voucher can only be used on menu items stated under the conditions.
- Vouchers will carry an expiry date, after this date the voucher can no longer be used.
- Vouchers cannot be extended.
- In the event a voucher is missing an expiry or start date, the voucher will become invalid.
- Delivery can only be made within existing delivery zones, there are no special exemptions.
- Promoted offers are always subject to availability.
- Substitution is not allowed unless availability is a problem. Our kitchen will contact you regarding this and may offer suitable substitute options where applicable.

### **3. Standard Competition Terms**

We are Firezza Limited (Company number 04158876) whose registered office is at 10 Prize Walk, London, E20 1AD ('we' or us') and we are the promoter of our prize draws.

- You must be a UK resident of and be aged 18 or over to enter our prize draws.
- Proof of identity and age may be required when claiming a prize.
- We are not obliged to accept any entry for a prize draw which does not comply with these rules or any additional rules set out in our promotional material for the prize draw.
- In addition, we may discount any entry which is incomplete or corrupted or which contains any information which we reasonably believe is false or inaccurate.
- We reserve the right to discount any entry to competitions which are received by us after the closing date and time for the individual competitions.
- We reserve the right to substitute any prize for an alternative prize of a similar nature and an equal or greater value.
- No cash alternative is available for any prize.
- Any illustration or descriptions given to the prizes available are given as our 'best representation' and any prizes delivered may differ from the original advertised.
- Winners of a prize draw can be drawn at random.
- Winners will be notified as soon as reasonably possible following a draw. If we are not reasonably able to contact the winner of any prize, we may disqualify the prize winner and draw a new winner for that prize.
- Prizes will be distributed to the winners of a prize draw within 30 days of the closing date and time of the prize draw.
- You acknowledge and agree that the names of the winners of a prize draw and the name of their home county may be made available by us for a period of 30 days after the closing date and time for the prize draw.
- Any person may obtain these details from us by submitting a written request to us at Firezza Limited, 10 Prize Walk, London, E20 1AD.
- You agree that we may use, reproduce, distribute, prepare derivative works of and display the content of your entry in any form and in or on any media at any time anywhere in the world and may allow others to do the same.
- We may use your personal details (and may share your personal details with any third parties who run our marketing or promotional activities) for the purposes of administering the prize draw you have entered and for any other purpose outlined in these competition terms and conditions.
- You agree that we may use your name and your photograph for the promotion of our goods and services and to publicise the prize draw you have entered. We reserve the right at any time to cancel any prize draw or at any time, to amend these Rules and any other terms and conditions for a prize draw contained in the Promotional Material for the prize draw. Any amendments will be published here.
- Additional entries made online will be void (your first entry will only be valid). No responsibility can be accepted for entries lost, delayed or corrupted, or due to computer or technical errors in transit.
- These rules and any other terms and conditions for a prize draw, are governed by English Law.

## 4. Printed Menu Disclaimer

We reserve the right to change the menu, offers, prices and delivery charges without notice. Delivery areas apply and can change without notice; please ask your local store whether you are within the delivery area. Special offers and promo codes cannot be used in conjunction with any other discount or promotion. To make it easier to order, a large pizza is classed as half metre and regular pizza is quarter-metre size, be sure to order the right size at the time of purchase. We accept payment by cash, Visa, MasterCard, Maestro and AMEX. We cannot serve or deliver alcoholic beverages to persons under 18 years of age. Proof of age will be required, and we employ the challenge 21 scheme. We reserve the right to refuse delivery. Some items on the menu may contain nuts, please ask our staff if you are unsure. Minimum delivery of Â£11.99 per order applies. For safety, delivery drivers will only deliver to the main door or reception area and all carry less than Â£10 in cash. Descriptions and images are for illustrative purposes only. Your details may be used by Firezza for marketing purposes once you have placed your order. Your details will never be sold to third parties and they will be kept securely. Firezza is a registered name of Firezza Limited. Copyright 2019 Firezza Limited.