

Service details - SMEs

VOX is providing full licence of the Platform to the Merchant for the whole Term, with the scope to automate customer conversations and collection of online orders through WhatsApp .

The platform consist of:

1. **BOT** in charge of collecting user enquiries and orders through conversational experience, in english.
2. **Dashboard** for receiving orders
3. **Third-Parties Integrations** such as Payment Gateway and Logistic Partners.

The BOT is able to handle most of customer enquiries and automate the online ordering process, by identifying specific user intents such as: placing of a new order, request of information (menu, price, etc), payment, delivery details (or self-pickup request), order updates/cart and FAQs. The BOT collects user order requests and transfers them to the Merchant's outlet directly on the Store Dashboard, for later being processed by the Merchant's staff and collected by the logistic partner, which will deliver the items.

The Dashboard allows the Merchant's to visualise reports and data related to orders, such as: detailed customer information, sales insights, outlets performances, etc.

Ordering

Any contract for the supply of meals placed through VOX Automate WhatsApp Ordering Management is between the customer and the Merchant. Merchant is authorising VOX to collect payments on behalf of the Restaurant; the balance amount will be transferred to the Merchant on a weekly basis to the Merchant's Bank Account, except for all Fees to be deducted for the Service provided as stated in the Merchant Agreement.

Delivery

Goods will be delivered to the address designated by the end-customer at the time of ordering. If delivery is done by the Merchant's partner or its delivery partners, it is the Merchant's sole responsibility to provide meals in a timely manner. In the case delivery is done by Vox's or a third party delivery partner assigned by Vox, we will give great care to deliver in a timely manner. No responsibility is taken for late delivery by Vox in either case. All orders are delivered by a reputable courier. Vox and the Merchant (Restaurant) will make every effort to deliver within the time stated, however, Vox will not be liable for any loss caused by ordering late.

Cancellation & Refund Policy

In case an order gets cancelled by the Merchant or by the Third Party Logistics, customers will be refunded between 7-14 days. In the unlikely event that the Merchant (Restaurant) delivers a wrong item, customers have the right to reject the delivery of the wrong item and shall be fully refunded for the missing item. If the Merchant (Restaurant) can only do a partial delivery (a few items might be not available), its staff should inform the customer or propose a replacement for missing items. Customers have the right to refuse a partial order before delivery: to get a refund, Merchant should cancel the order through the Dashboard provided or contact Vox Customer Service. Vox is not responsible for wrong or partial delivery and cancellations.

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