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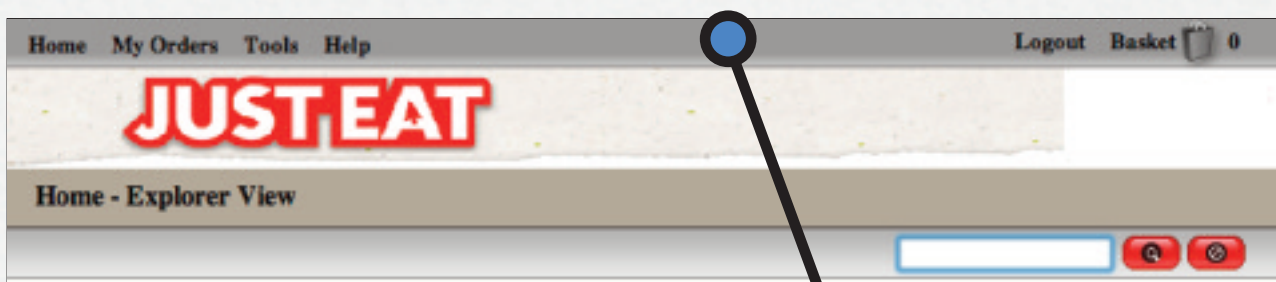
[> Contact Us](#)

Note: Click any title above to jump to that page.

Welcome to the User Guide for the JUST EAT Catalogue.

Every page in the catalogue will have the top navigation bar, which consists of:

- **Home** - Always returns you to the Home Page.
- **My Orders** - Where you can view all the orders you have placed.
- **Tools** - Allows you to change your catalogue password and personal details.
- **Help** - View important information such as the JUST EAT Catalogue Terms and Conditions, Policies and Delivery Charges. You can even contact us.
- **Logout** - To leave the JUST EAT Catalogue.
- **Basket** - This shows you how many products you currently have in your basket. Click to view what's in your basket.



The navigation bar
accessible from all
areas of the website

All users need to register some details to browse the catalogue and place an order. On this page all fields marked with a red asterix '*' are mandatory. You can update these at any time by clicking the **Tools** link at the top of each page.

Home My Orders Tools Help Logout Basket 0

JUST EAT

User Registration

Welcome to the new JUST EAT Catalogue.
Before you can take advantage of our discounted products and opening offers you will need to fill in your details to register as a user of the JUST EAT Catalogue. All fields in **RED** are mandatory. You can update this information at any time from the **Tools** menu at the top of the screen.

01. Contact Name *	<input type="text" value="Joe Bloggs"/>
02. Restaurant Name *	<input type="text" value="Joes Burgers"/>
03. First Address Line *	<input type="text" value="22 Southwark Street"/>
04. Second Address Line	<input type="text"/>
05. City *	<input type="text" value="London"/>
06. County	<input type="text"/>
07. Postcode *	<input type="text" value="SE1 1TU"/>
08. Telephone Number	<input type="text" value="012 34567 8910"/>
09. Do not wish to be contacted	<input type="checkbox"/>
10. Cuisine type 1 *	<input type="text" value="Burgers"/>
11. Cuisine type 2	<input type="text"/>
12. I confirm that I accept the JUST EAT Catalogue Terms and Conditions, Privacy Policy and Cookies Policy *	<input checked="" type="checkbox"/>
Contact Email *	<input type="text" value="jo@joesburgers.com"/>
Display this page next time I login	<input type="checkbox"/>

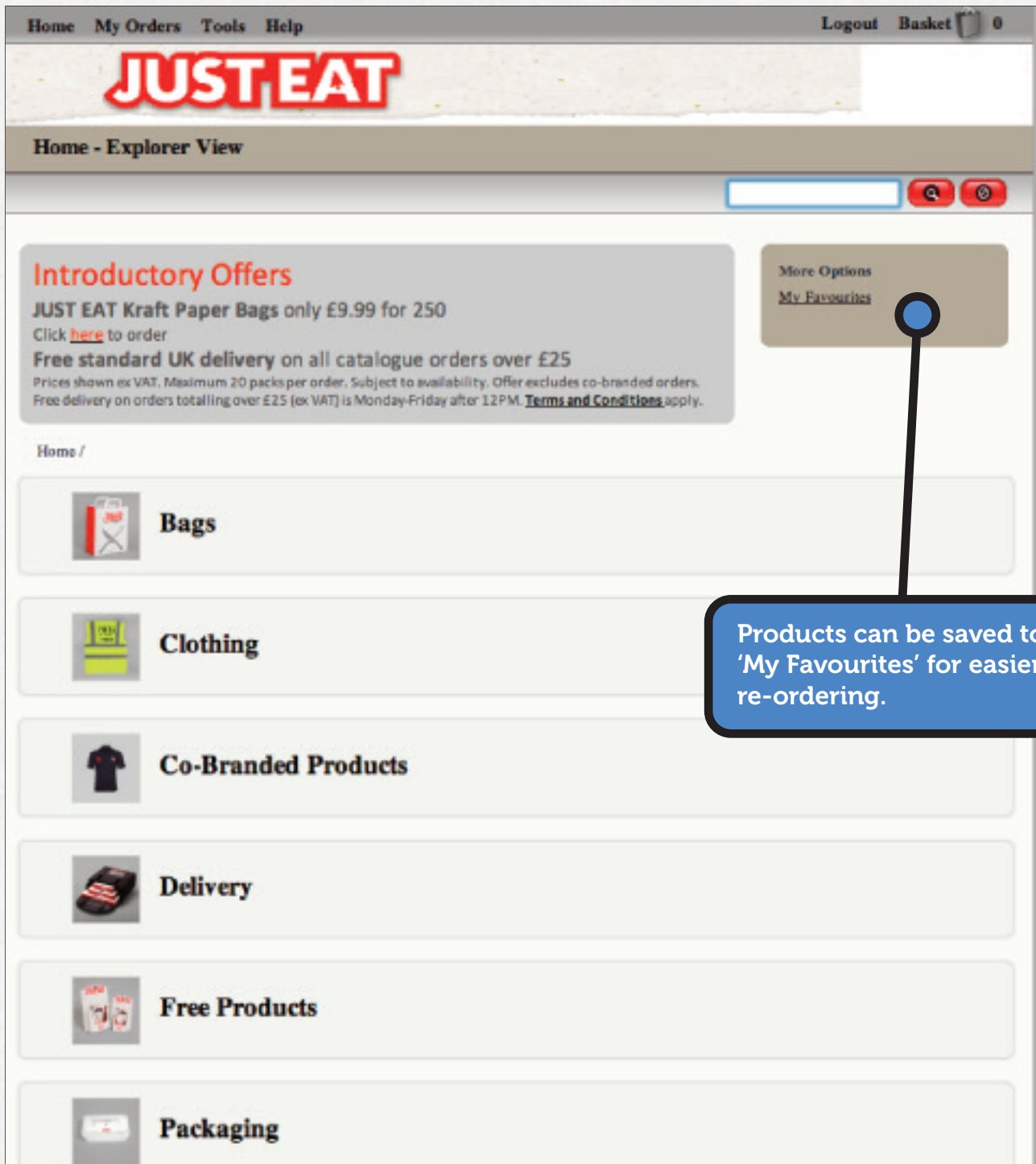
Please tick here if you do not want us to contact you via e-mail, post, telephone or SMS with information, news and offers regarding goods and services which we feel may be of interest to you.

[Terms and Conditions](#)
[Privacy Policy](#)
[Cookies Policy](#)

Please change this to your own email address

Save and Continue

When you enter the catalogue you will be presented with the Home page. From this page you will be able to browse the categories to view and order products. You can also add one of our Special Delivery Options to your basket.



Products can be saved to 'My Favourites' for easier re-ordering.

Once you've selected a category, a list of products will be displayed. Simply look through the list and click on a product to find out more. Alternatively, click the **Order** button to place your order.

The screenshot shows the JUST EAT website interface. At the top, there are navigation links: Home, My Orders, Tools, Help, Logout, and Basket (0). The main header features the JUST EAT logo. Below the header, the page is titled 'Home - Explorer View' and includes a search bar. A promotional banner for 'Introductory Offers' states: 'JUST EAT Kraft Paper Bags only £9.99 for 250', 'Click [here](#) to order', and 'Free standard UK delivery on all catalogue orders over £25'. Below this, there are links for 'More Options' and 'My Favourites'. The main content area displays a list of products with a breadcrumb trail: 'Back Home / Bags /'. The products listed are:

- JEM001 - Hot Food Delivery Bag**: Insulated delivery bag with external mesh pockets for drinks etc. Zip close. Holds three of our paper carrier bags for storing more than one order. Machine washable. Item size: 310mm (H) x 406.5mm (W) x 355mm (D) Pack of 1. **Order**
- JEM002 - Pizza Delivery Bag**: Insulated delivery bag. Holds up to four 16" pizza boxes. Machine washable. Item size: 420mm (H) x 420mm (W) x 180mm (D) Pack of 1. **Order**
- JEM009 - Kraft Paper Bags**: INTRODUCTORY OFFER Strong, white paper bags. Item size: 310mm (H) x 260mm (W) x 125mm (D) Pack of 250. **Order**
- JEM010 - Premium Plastic Bags**: Premium patch handle carrier bags made from environmentally friendly plastic. Item size: 450mm(H) x 380mm (W) x 140mm (D) Pack of 250. **Order**


When you have clicked on the product you wish to order, more detailed information will be displayed with an image of the product.

Home My Orders Tools Help Logout Basket 0

JUST EAT

Hot Food Delivery Bag: Detail

Back Order Item



Free standard UK delivery on all orders over £25

JEM001 : Hot Food Delivery Bag

Description : Insulated delivery bag with external mesh pocket for cutlery etc. Zip close. Holds three of our paper carriers more than one order. Machine washable. 1000mm (H) x 406.5mm (W) x 355mm (D) Pack of 1 304 In Stock

Add to Favourites ☆

Quantity	Price (Excl VAT)
1	£10.99
2	£21.98
3	£32.97
4	£43.96
5	£54.95
6	£65.94
7	£76.93
8	£87.92

Stock quantities are always displayed.

Click the star to add a product to 'My Favourites'.

Click the 'Order Item' button progress to the next step.

Order Item

standard UK delivery on all orders £25

Choosing Quantities


On this page you will be able to select the quantity you wish to order from a drop down box. Once selected, the total price (ex VAT) will be displayed underneath.

Home My Orders Tools Help Logout Basket 0

JUST EAT

Hot Food Delivery Bag: Order

[Add to Basket](#)



Quantity :

Price (Excl VAT) £76.93

JEM001 : Hot Food Delivery Bag

Description :
Insulated delivery bag with external mesh pockets for drinks etc. Zip close. Holds three of our paper carrier bags for storing more than one order. Machine washable. Item size: 310mm (H) x 406.5mm (W) x 355mm (D) Pack of 1 304 In Stock

Quantity	Price (Excl VAT)
1	£10.99
2	£21.98
3	£32.97
4	£43.96
5	£54.95
6	£65.94
7	£76.93
8	£87.92

Click 'Add to Basket' to progress to the next step.

[Add to Basket](#)

Quantity :

Price (Excl VAT) £76.93

When you have finished adding a product to your order you will then arrive at the **Basket** page. From here you can review all of the products in your basket, including quantity and cost (ex VAT). It also gives you the opportunity to remove one or more products from your order and enter discount codes or choose to spend any credits that have been allocated to your account.

Product	Details	Quantity	Cost (Exc VAT)
Hot Food Delivery Bag	Insulated delivery bag with external mesh pockets for drinks etc. Zip close. Holds three of our paper carrier bags for storing more than one order. Machine washable. Item size: 310mm (H) x 406.5mm (W) x 355mm (D) Pack of 1	7	£76.93

Subtotal £76.93
Credits Used -£0.00
Total £76.93

Discount Code Apply

Continue Shopping Proceed To Checkout

Click 'Continue Shopping' to add more products to your order, or click 'Proceed To Checkout' to enter payment information.

Check Out 1

From the Check Out page you can change the contact name if required, add a contact telephone number and select a delivery and billing address from the drop down box. If you are using the JUST EAT Catalogue for the first time, or you would like to add a different delivery and/or billing address, click on 'New Address'. Addresses you enter will be saved for future orders.

The screenshot shows the JUST EAT 'Check Out' page. At the top, there are navigation links: Home, My Orders, Tools, Help, Logout, and Basket (with a red shield icon and the number 1). The JUST EAT logo is prominently displayed. Below the logo, the page title 'Check Out' is shown. There are two buttons: a red 'Back' button with a left arrow and a red 'Proceed To Payment' button with a right arrow. The main form area contains the following fields:

- Contact Name:** A text input field containing 'Joe Bloggs'.
- Contact Telephone:** A text input field containing '0123 4567 8910'.
- Delivery Address:** A dropdown menu with a blue border and a downward arrow. Below it is a link labeled 'New Address'.
- Billing Address:** A dropdown menu with a downward arrow.
- Comments:** A large empty text area.

A blue callout box with a black border and a black arrow points to the 'New Address' link. The text inside the callout box reads: 'Click 'New Address' to enter a new delivery or billing address.'

On the right side of the page, there is a grey box containing the following text:

By continuing you are agreeing to our:
[Terms & Conditions](#)
[Privacy Policy](#)
[Policy](#)

IS SHOWN ARE EX

Name & telephone: this will help if our driver needs to contact you.

Delivery address: The address where the goods will be delivered. If you are using the JUST EAT Catalogue for the first time, you will need to select 'New Address' to add your delivery address.

Billing address: The address to which the credit or debit card is registered. If you are using the JUST EAT Catalogue for the first time, by selecting 'New Address' you can create a new billing address.

When you are in the 'New Address' page you can create a reference number or name for the delivery/billing address in the box titled 'Label' so it's easy to find and select them next time you order. When creating your address the 'Deliver To' box allows you to enter the name of the restaurant or a person the goods/invoice is intended for.

Comments: Anything you feel that would help our driver i.e. 'Please deliver to the rear door'

Check Out 1 - Adding a new address



When you are on the 'New Address' page you can create a reference number or name for a delivery/billing address in the box titled 'Label'. It will then be easy to find and select next time you order. When creating your address the 'Deliver To' box allows you to enter the name of your restaurant or a person the goods are intended for.

The screenshot shows the 'New Address' page on the Just Eat website. The page has a navigation bar at the top with 'Home', 'My Orders', 'Tools', and 'Help' on the left, and 'Logout', 'Basket', and '1' on the right. The Just Eat logo is prominently displayed in the center. Below the logo, the page title is 'New Address'. The form contains several input fields: 'Label' (Main Address), 'Deliver To' (Joe Bloggs), 'Street' (22 Southwark Street), 'City / Town' (London), 'County / State' (empty), 'Postcode' (SE1 1TU), and 'Country' (United Kingdom). There are 'Save' and 'Cancel' buttons at the bottom. A blue callout box with a black border points to a red plus icon next to the 'Street' field, containing the text 'Click here to add more address lines.' Another blue callout box with a black border is positioned below the 'Country' field, containing the text 'Please note, payments and deliveries can only be accepted from UK addresses.'

Once you have confirmed your delivery and billing address, you can also add additional comments to the order. Click **'Proceed To Payment'** to continue.

Home My Orders Tools Help Logout Basket 1

JUST EAT

Check Out

[Back](#) [Proceed To Payment](#)

Contact Name

Contact Telephone

Delivery Address [New Address](#)

Joos Burgers
22 Southwark Street
London
SE1 1TU
United Kingdom

Billing Address

Joos Burgers
22 Southwark Street
London
SE1 1TU
United Kingdom

Comments

By continuing you are agreeing to our:

[Terms & Conditions](#)

[Privacy Policy](#)

[Cookies Policy](#)

ALL PRICES SHOWN ARE EX VAT

Contact name & telephone: this will help if our driver needs to contact you.

Delivery address: The address where the goods will be delivered. If you are using the JUST EAT Catalogue for the first time, you will need to select 'New Address' to add your delivery address.

Billing address: The address to which the credit or debit card is registered. If you are using the JUST EAT Catalogue for the first time, by selecting 'New Address' you can create a new billing address.

When you are in the 'New Address' page you can create a reference number or name for the delivery/billing address in the box titled 'Label' so it's easy to find and select them next time you order. When creating your address the 'Deliver To' box allows you to enter the name of the restaurant or a person the goods/invoice is intended for.

Comments: Anything you feel that would help our driver i.e. 'Please deliver to the rear door'

Check Out 3



Enter your credit/debit card details and review your billing and delivery details. Click 'Submit' to place your order.




JUST EAT

Payment Details

Tax Amount	15.38	GBP
Total Amount	92.31	GBP

All fields in bold are required.

Credit Card

Credit Card Type

Credit Card Number

Expiration Date

Billing Information

First/Last Name

Company

Street Address 1

Street Address 2

City/ Province/Postal Code

Country

Phone Number

Email Address

Shipping Information

Use the name and billing address shown above.

First/Last Name

Company

Street Address 1


Street Address 2

City/ Province/Postal Code

Country

Phone Number

Your order is complete when you see the 'Order Confirmation' page. An email confirming what you have ordered will also be sent to your registered email address. You can print this page for your records.



Order Confirmation

[Print](#) [Home](#)

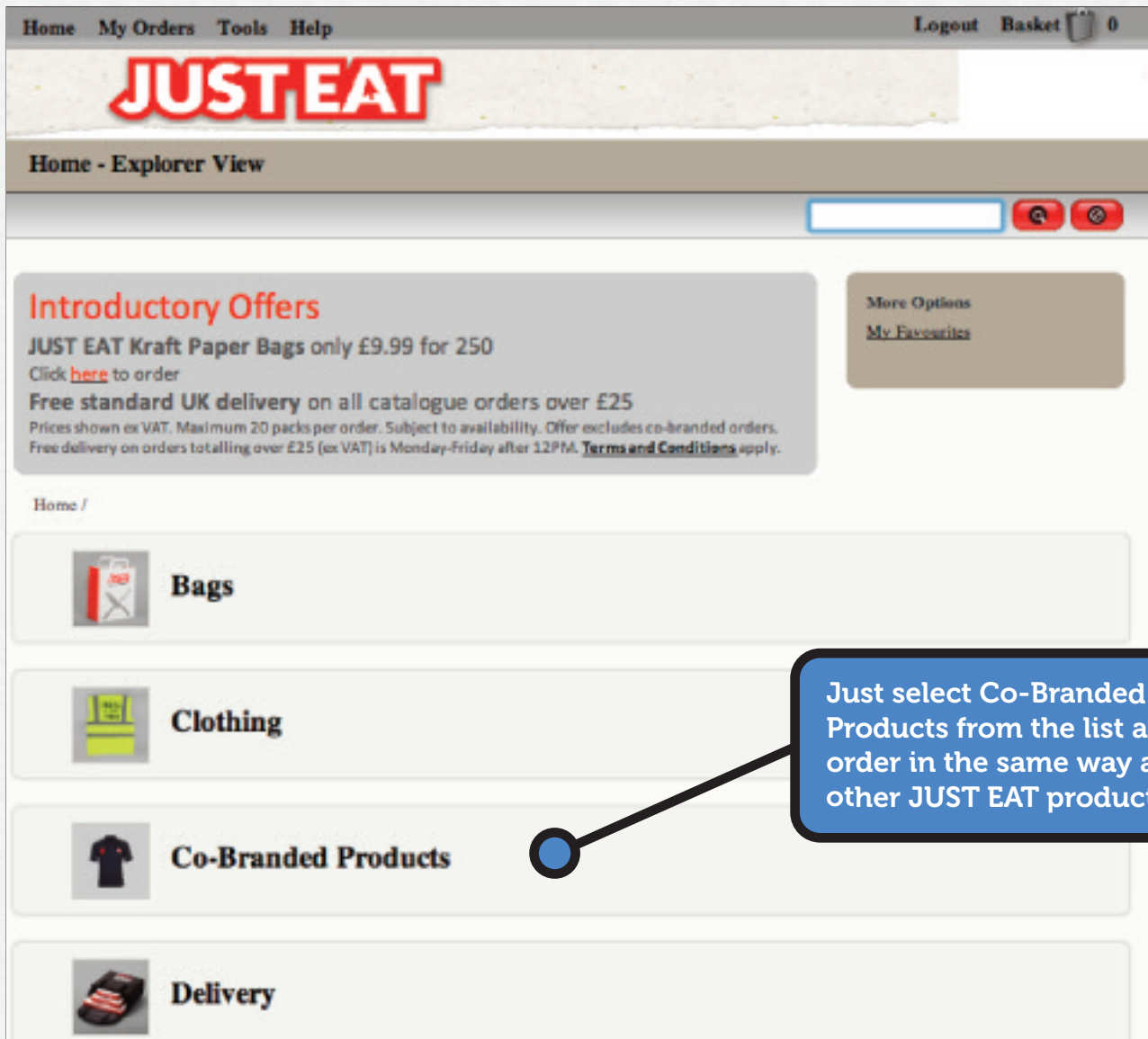
Order No. 27

Contact Name Your contact name will be shown here

Delivery Address	Billing Address
Your delivery address will be shown here	Your billing address will be shown here

Product	Details	Quantity	Cost (Exc VAT)	
Hot Food Delivery Bag	Insulated delivery bag with external mesh pockets for drinks etc. Zip close. Holds three of our paper carrier bags for storing more than one order. Machine washable. Item size: 310mm (H) x 406.5mm (W) x 355mm (D) Pack of 1	1	£10.99	
Open & Closed Sign	Get a FREE JUST EAT open and closed sign with your order. Pack of 1	1	£0.00	
Menu Holder Small	Get a FREE JUST EAT menu holder with your order. Item size: suitable for menus 99mm wide. Pack of 1 For fantastic deals on menu printing call JUST EAT on 0208 736 2000	1	£0.00	
			<hr/>	
			Subtotal	£10.99
			Delivery Cost	£7.99
			Total	£18.98

Co-branded products are a great way to show customers that you are partnering with the UK's number 1 online takeaway ordering service. You can browse and order from the Co-Branded Product category.



Here are some Frequently Asked Questions for Co-Branded Products:

Can I order JUST EAT Branded Products and Co-Branded Products at the same time?

Yes. If your order includes JUST EAT Branded Products then these will arrive before your Co-Branded Products, as Co-Branded Products are made to order.

What will I need to order Co-Branded Products?

It is important that before ordering Co-Branded Products, you should check that you have access to either print-ready artwork of your logo, or an existing item of printed material with your logo on it. If you do not have either of these, then we may still be able to create artwork for you, however this may add to the cost and delivery lead times.

How do I order Co-Branded Products?

You can order these products in a similar way as you order JUST EAT Branded Products. They can be found under the group heading "Co-Branded Products" on the Catalogue home page.

Simply select the product and the quantity you require. The price then indicated includes the creation of your logo's artwork (assuming you provide us with print ready artwork of your logo or an existing item of printed material with your logo on it), and all printing costs but excludes delivery and VAT charges at the standard rate."

Please refer to our Delivery Charges Information by following [this link](#).

Co-Branded Products can be ordered at the same time as JUST EAT Branded Products, but please note, for the reasons given above these will not be delivered at the same time.

You will be charged for the Co-Branded Products at the time you confirm the order, at check out.

What happens after I have placed my order for Co-Branded Products?

Once you have placed your order for a Co-Branded Product, you will receive an order confirmation via email. Within 2 working days, our Catalogue partner Paperhat will phone you to arrange the creation of your artwork.

What happens when Paperhat contact me?

Paperhat will explain the process to create your artwork and make sure that you receive designs for your approval before any printing takes place.

The price you pay includes up to 2 changes to the artwork before final approval. If you need to change the artwork more than twice then additional charges may apply.

It normally takes 7 working days to create the artwork for you.

Paperhat will advise you of the estimated time for your items once you have approved your artwork.

After you have approved your artwork, you will receive an order acceptance confirmation email. Please note that your contract to purchase will only be complete after you have approved the final artwork for printing and you receive an email confirmation from us.

How do I re-order Co-Branded Products?

Once you have placed your first order, and you have approved the final artwork, you will be able to re-order the same item again, without going through the artwork design process.

You'll be able to select this from the Co-Branded Products section as normal in the home page. Your own designs will appear, which are unique to your own account. Paperhat will still contact you to advise a delivery date.

If you would like to update your design, you should order your chosen product from the Co-Branded Product section. Paperhat will contact you within 2 working days to update your design.

Are there any other charges for Co-Branded Products?

Orders cancelled after the design process has begun, and before you receive email confirmation that your order is being printed, are subject to a charge of 30% of the total price paid. If you choose to cancel your order prior to creation of any artwork, then you will receive a full refund.

My Orders Page

My Orders displays all past orders with the order number and price.

The screenshot shows the JUST EAT website's 'My Orders' page. At the top, there is a navigation bar with links for 'Home', 'My Orders', 'Tools', and 'Help', along with 'Logout' and a 'Basket' icon showing '0'. Below this is the JUST EAT logo. The main heading is 'My Orders'. A search filter is located below the heading, with a 'From' date set to '30 Sep 2012' and an empty 'To' field, followed by an 'Update' button. Below the search filter is a table with the following headers: 'Order Number', 'Order Date', 'Product Code', 'Product Name', 'Document Name', 'Quantity', and 'Price (Excl VAT)'. A blue callout box with a black border is positioned below the 'Order Date' header, containing the text: 'You can search for orders within a specific date range.' A black line with a blue circle at the end connects the callout box to the 'Order Date' header.

Click '**Change Password**' to update your JUST EAT Catalogue password.
Click '**User Registration**' to update or amend your JUST EAT Catalogue details.

The screenshot shows the 'Tools' page on the JUST EAT website. At the top, there is a navigation bar with links for 'Home', 'My Orders', 'Tools', and 'Help'. On the right side of the navigation bar, there are links for 'Logout' and 'Basket' with a counter showing '0'. Below the navigation bar is the JUST EAT logo. A dark brown header bar contains the word 'Tools'. The main content area features two sections: 'Change Password' with the text 'Change your JUST EAT Catalogue password.' and 'User Registration' with the text 'Update and amend your user and restaurant details for use at the JUST EAT Catalogue.'

When you logout of the JUST EAT Catalogue you will be taken to this Coreprint screen. Coreprint is the name of the software system for the JUST EAT Catalogue.

You can use this screen to log back in to the Catalogue using your registered Username and Password.



The screenshot shows a login interface for the 'coreprint Buyer' system. At the top, there is a header with the 'coreprint' logo and the word 'Buyer' in a large font. Below the header, there is a 'LOGIN' button. The main area contains two input fields: 'Username' and 'Password'. Below the input fields, there is a link that says 'If you have forgotten your password click [here](#)'.

If you need any assistance during the process of creating and ordering products from the JUST EAT Catalogue, visit the [Contact Us](#) page in the Help section where you can find our contact details.

IMPORTANT LEGAL NOTICE

This page (together with our [Privacy Policy](#) and [Cookies Policy](#)) sets out information about us and the terms and conditions (the “**Terms**”) on which we sell any of the products (the “**Products**”) from the JUST EAT Catalogue (the “**Catalogue**”) available on our website <https://partner.Just-Eat.co.uk/shop> and any mobile application through which you access our website or services (together, our “**Website**”) to you. Please note that these Terms are separate from and additional to the Partner Centre terms and conditions.

These Terms will apply to any contract between us for the sale of Products to you (the “**Contract**”). Please read these Terms carefully before using, and ordering any products (the “**Products**”) from, our Website, as your purchase of any Products offered on the Website is subject to these Terms. You should understand that by ordering Products from our Website (whether now or in the future), you agree to be bound by these Terms. Use of the Website is also subject to these Terms.

We reserve the right to change these Terms from time to time by changing them on this page. We advise you to print a copy of these Terms for future reference. These Terms, and any Contract between us, are only in the English language.

Use of your personal information submitted via the Website is governed by our [Privacy Policy](#) and [Cookies Policy](#).

For the avoidance of doubt, please note that references to “Website” in these Terms include any current or future version of the Website and any mobile application through which you access the Website or Catalogue, in each case whether accessed through any current or future platform or device (including without limitation any mobile website, mobile application, affiliate website or related website for accessing the Website and/or Catalogue that may be developed from time to time).

Please tick the checkbox confirming that you accept these Terms. Please understand that if you refuse to accept these Terms, you will not be able to use our Website or order any Products from our Website.

1. INFORMATION ABOUT US

- 1.1 We operate the Website <https://partner.Just-Eat.co.uk/shop>. We are Just Eat.co.uk Ltd (“**JUST EAT**”), a company registered in England and Wales under company number 04656315 and with its registered office at 90 Fetter Lane, London, EC4A 1EQ.
- 1.2 Our VAT number is GB 945 7192 91.
- 1.3 To contact us, please see the [Contact Us](#) page.
- 1.4 The Website enables you to order the following Products from us:
 - (a) Various JUST EAT-branded products (the “**JE-Branded Products**”); and
 - (b) Various products that are co-branded with both JUST EAT and your business (the “**Co-Branded Products**”).

2. WEBSITE TERMS

- 2.1 By accessing any part of this Website, you indicate that you accept these Terms. If you do not accept these Terms, you must leave this Website immediately.
- 2.2 We may revise these Terms at any time. You should check this Website regularly to review the current Terms, because they are binding on you. You will be subject to the policies and terms and conditions in force at the time that you order Products from us.
- 2.3 You are responsible for making all arrangements necessary for you to have access to the Website.

You are also responsible for ensuring that all persons who access the Website through your Internet connection are aware of these Terms and that they comply with them.

3. OUR PRODUCTS

- 3.1 The images of the Products on our Website are for illustrative purposes only. Although we have made every effort to display the colours accurately, we cannot guarantee that your computer's display of the colours accurately reflect the colour of the Products. Your Products may vary slightly from those images.
- 3.2 Although we have made every effort to be as accurate as possible, all sizes, weights, capacities, dimensions and measurements indicated on our site are approximate only and may vary slightly from those indicated.
- 3.3 The packaging of the Products may vary from that shown on images on our site.
- 3.4 All Products shown on our site are subject to availability. We will inform you by e-mail as soon as possible if the Product you have ordered is not available and we will not process your order if made.

4. YOUR STATUS

By accepting the Terms, you warrant that:

- (a) you are legally capable of entering into binding contracts, and have the authority to bind any business on whose behalf you use our Website to purchase Products; and
- (b) you are at least 18 years old.

5. HOW THE CONTRACT IS FORMED BETWEEN YOU AND US

- 5.1 For the steps you need to take to place an order for our Products, please see our [How To Shop](#) page.
- 5.2 Our order process allows you to check and amend any errors before submitting your order to us. Please take the time to read and check your order at each page or stage of the order process.
- 5.3 After you place an order, you will receive an e-mail from us acknowledging that we have received your order. However, please note that this does not mean that your order has been accepted. Our acceptance of your order will take place as described in clause 5.4.
- 5.4 Our acceptance of your order will take place as follows:
 - (a) In relation to JE-Branded Products, we will confirm our acceptance to you by sending you an e-mail that confirms that the Products have been dispatched (Dispatch Confirmation). The Contract between us will only be formed when we send you the Dispatch Confirmation. Please note that a contract is not formed at the point in time that payment has been taken from you by us, nor at the point in time that you receive an e-mail from us acknowledging receipt of your order. Until the Products are dispatched the order may not be accepted by us or may be cancelled by you.
 - (b) In relation to Co-Branded Products, we will confirm our acceptance to you of the order after the proofs for the design and artwork have been finalised and agreed in accordance with the ordering process described at the [How To Shop](#) page. We will do so by sending you an e-mail that confirms that your order for the Products has been finalised and accepted (Acceptance Confirmation). The Contract between us will only be formed when we send you the Acceptance Confirmation. Please note that a contract is not formed at

the point in time that payment has been taken from you by us, nor at the point in time that you receive an e-mail from us acknowledging receipt of your order. Until the Acceptance Confirmation is sent the order may not be accepted by us or may be cancelled by you. If you need to amend or cancel your order, you may only do so before you provide us with the design and artwork for the relevant Products. Thereafter we reserve the right to charge you a fee as described in the [How To Shop](#) page.

- 5.5 If we are unable to supply you with a Product, for example because that Product is not in stock or no longer available or because of an error in the price on our site as referred to in clause 8, we will inform you of this by e-mail and we will not process your order. If you have already paid for the Products, we will refund you the full amount as soon as possible.

6. RETURNS AND REFUNDS

- 6.1 We offer a “goodwill” refund or exchange on all JE-Branded Products when the items are returned in a resalable condition and in their original packaging within 7 working days of the date on which you receive the items. Working days means that Saturdays, Sundays or public holidays are not included in this period. This means that during this period if you change your mind or for any other reason you decide you do not want to keep a JE-Branded Product, you can notify us of your decision to return the item and receive a refund or an exchange. Our “goodwill” returns policy does not affect your legal rights under any legislation.
- 6.2 However, our “goodwill” returns policy does not apply to any Co-Branded Products, as these are made-to-order. These items can only be refunded or exchanged in accordance with your legal rights.
- 6.3 The following process and conditions apply to the return of any Products in accordance with clause 6.1 or 6.2:
- (a) Please contact our Customer Services telephone line at 0845 122 7480 or e-mail us at justeat@paperhat.co.uk. You may wish to keep a copy of the notification e-mail that you send for your own records. We will provide you with a Returns Confirmation Number and confirm the date on which we will collect the Products.
 - (b) We will arrange to collect any Products that you wish to return. You should not use your own delivery methods to return the Products. If you choose to do so, we will not be responsible for any loss or damage to them in transit, and we reserve the right at our sole discretion to charge you (or not to refund any amounts attributable to) for any such loss or damage.
 - (c) It is important that returned items are in the best possible condition. Prior to the date when we collect the Products, you have a legal obligation to keep the Products in your possession, to take reasonable care of the Products while they are in your possession and to keep all packaging.
- 6.4 If you have returned JE-Branded Products to us under our “goodwill” returns policy, you will receive a full refund of the price you paid for the JE-Branded Products (excluding any applicable delivery charges you paid). You will be responsible for paying a charge for us to collect and restock the JE-Branded Products. Please refer to our [Delivery Charges](#) page.
- 6.5 If you have returned Products to us because they are faulty or mis-described, we will refund the price of the defective Products in full and any applicable delivery charges. We will not charge you for collecting any defective Products.
- 6.6 We will process any refund due to you as soon as reasonably possible, and generally aim to do so within 30 days of receiving the returned Product. We will refund you on the credit card or debit

card used by you to pay.

7. DELIVERY

- 7.1 We aim to fulfil your order by the estimated delivery date set out in the Dispatch Confirmation. However, there may be unforeseen delays from time to time, including due to a Force Majeure Event (see clause 16). If we are unable to meet the estimated delivery date because of a Force Majeure Event or for any other reason, we will contact you with a revised estimated delivery date.
- 7.2 Delivery will be completed when we deliver the Products to the address you gave us.
- 7.3 If no one is available at your address to take delivery, we will leave you a note notifying you of a redelivery date. We may also provide you with the option to collect the Products from a courier depot. If you wish to utilise the self-collection option, please contact the courier using the contact details on the redelivery note to arrange a collection date. Please note that you may be charged for redeliveries. Please refer to our [Delivery Charges](#) page.
- 7.4 The Products will be your responsibility from the completion of delivery.
- 7.5 You own the Products once we have received payment in full, including all applicable delivery charges.
- 7.6 Please note that we are only able to deliver to addresses within the United Kingdom.

8. PRICE OF PRODUCTS AND DELIVERY CHARGE

- 8.1 The prices of the Products will be as quoted on our site from time to time. We take all reasonable care to ensure that the prices of Products are correct at the time when the relevant information was entered onto the system. However if we discover an error in the price of Product(s) you ordered, please see clause 8.5 for what happens in this event.
- 8.2 Prices for our Products may change from time to time, but changes will not affect any order which we have confirmed with a Dispatch Confirmation.
- 8.3 Unless otherwise indicated, the price of a Product does not generally include VAT. Note that VAT (where applicable) will generally be added at the payment stage at the applicable current rate chargeable in the UK for the time being. However, if the rate of VAT changes between the date of your order and the date of delivery, we will adjust the VAT you pay, unless you have already paid for the Products in full before the change in VAT takes effect.
- 8.4 The price of a Product does not include delivery charges. Our delivery charges are as quoted on our site from time to time. To check relevant delivery charges, please refer to our [Delivery Charges](#) page.
- 8.5 Our site contains a large number of Products. It is always possible that, despite our reasonable efforts, some of the Products on our site may be incorrectly priced. We will normally check prices as part of our dispatch procedures so that:
- (a) where the Product's correct price is less than the price stated on our site, we will charge the lower amount and refund the difference when dispatching the Products to you. However, if the pricing error is obvious and unmistakable and could have reasonably been recognised by you as a mispricing, we do not have to provide the Products to you at the incorrect (lower) price; and
 - (b) if the Product's correct price is higher than the price stated on our site, we will contact you as soon as possible to inform you of this error and we will give you the option of continuing

to purchase the Product at the correct price or cancelling your order. **We will not process your order until we have your instructions.** If we are unable to contact you using the contact details you provided during the order process, we will treat the order as cancelled and notify you in writing.

9. HOW TO PAY

- 9.1 You can only pay for Products using a debit card or credit card as indicated on the Website. Please note that from time to time there may be delays in the processing of payments and transactions; on occasion this may result in payments taking up to sixty (60) days to be deducted from your bank account or charged to your credit card.
- 9.2 Payment for the Products and all applicable delivery charges is in advance. We will charge your debit card or credit card at the time you place your order.

10. LICENCE

- 10.1 You are permitted to print and download extracts from this Website for your own personal use on the following basis:
- (a) Unless otherwise stated, the copyright and other intellectual property rights in this Website and in material published on it (including without limitation photographs and graphical images) are owned by JUST EAT or JUST EAT's licensors. These works are protected by copyright laws and treaties around the world and all rights are reserved. For the purposes of these Terms, any use of extracts from this Website other than in accordance with paragraph 10.1 is prohibited.
 - (b) You must not modify the digital or paper copies of any materials that you print off in accordance with paragraph 10.1 and you must not use any pictures, photographs or any other graphics, video or audio sequences separately from any accompanying text.
 - (c) You must ensure that JUST EAT's status as the authors of the material on this Website must always be acknowledged.
 - (d) You are not allowed to use any of the materials on this Website or the Website itself for commercial purposes without obtaining a licence from JUST EAT to do so.
- 10.2 Except as stated in paragraph 5.1, no part of this Website may be reproduced or stored in any other website or included in any public or private electronic retrieval system or service without our prior written permission.
- 10.3 Any rights not expressly granted in these Terms are reserved.

11. SERVICE ACCESS

- 11.1 While JUST EAT tries to ensure this Website is normally available twenty four (24) hours a day, JUST EAT will not be liable if this Website is unavailable at any time or for any period.
- 11.2 Access to this Website may be suspended temporarily and without notice.
- 11.3 Unfortunately, the transmission of information via the internet is not completely secure. Although we will take steps to protect your information, we cannot guarantee the security of your data transmitted to the Website; any transmission is at your own risk.

12. DISCLAIMER

- 12.1 While Just Eat tries to ensure that information on this Website is correct, we do not promise it is accurate or complete. JUST EAT may make changes to the material on this Website, or to the Products and prices described in it, at any time without notice. The material on this Website may be out of date, and JUST EAT makes no commitment to update that material.
- 12.2 JUST EAT provides you with access to this Website and our services on the basis that, to the maximum extent permitted by law, we exclude all representations, warranties, conditions and other terms (including any conditions implied by law which but for these Terms might apply in relation to this Website and the services that we provide).
- 12.3 You are responsible for the security of your password that you used to register with this Website. Unless JUST EAT negligently discloses your password to a third party, JUST EAT will not be liable for any unauthorised transaction entered into using your name and password.

13. TERMINATION RIGHTS

- 13.1 We may terminate or suspend (at our absolute discretion) your right to use this Website and your use of the services immediately by notifying you in writing (including by e-mail) if we believe you have breached any of the material terms of these Terms.
- 13.2 Upon termination or suspension you must immediately destroy any downloaded or printed extracts from this Website.

14. INTELLECTUAL PROPERTY RIGHTS

- 14.1 All Intellectual Property Rights (as defined below) in or arising out of or in connection with any Products or the Website shall be owned by JUST EAT and nothing in these Terms shall constitute a transfer of those Intellectual Property Rights to you.
- 14.2 You confirm irrevocably to each of JUST EAT and each of its partners, agents, affiliates and subcontractors ("**JUST EAT Agents**") that your name, menu, logo and any other material that you may provide to JUST EAT and/or any JUST EAT Agents for inclusion in or printing on any Co-Branded Products do not violate, infringe or conflict with Intellectual Property Rights of any third party.
- 14.3 If a third party makes a claim against JUST EAT or any of the JUST EAT Agents for the violation of the third party's Intellectual Property Rights relating to your name, menu, logo and/or other material that you may provide to JUST EAT and/or any JUST EAT Agents for inclusion in or printing on any Co-Branded Products, you shall fully indemnify and keep each of JUST EAT and such JUST EAT Agents indemnified against any claim of any nature and all costs resulting there from.
- 14.4 "Intellectual Property Rights" means: all patents, rights to inventions, utility models, copyright and related rights, trademarks, service marks, trade, business and domain names, rights in trade dress or get-up, rights in goodwill or to sue for passing off, unfair competition rights, rights in designs, rights in computer software, database right, topography rights, moral rights, rights in confidential information (including know-how and trade secrets) and any other intellectual property rights, in each case whether registered or unregistered and including all applications for and renewals or extensions of such rights, and all similar or equivalent rights or forms of protection in any part of the world.

15. OUR LIABILITY

- 15.1 We only supply the Products for use by your business, and you agree not to use the Product for

any re-sale purposes.

15.2 Nothing in these Terms limit or exclude our liability for:

- (a) death or personal injury caused by our negligence;
- (b) fraud or fraudulent misrepresentation;
- (c) any breach of the obligations implied by section 12 of the Sale of Goods Act 1979 (title and quiet possession);
- (d) defective products under the Consumer Protection Act 1987; or
- (e) any other matter for which it would be illegal for us to exclude or attempt to exclude our liability.

15.3 Subject to clause 15.2, we will under no circumstances whatever be liable to you, whether in contract, tort (including negligence), breach of statutory duty, or otherwise, arising under or in connection with the Contract for:

- (a) any loss of profits, sales, business, or revenue;
- (b) loss or corruption of data, information or software;
- (c) loss of business opportunity;
- (d) loss of anticipated savings;
- (e) loss of goodwill; or
- (f) any indirect or consequential loss.

15.4 Subject to clause 15.2 and clause 15.3, our total liability to you in respect of all other losses arising under or in connection with the Contract, whether in contract, tort (including negligence), breach of statutory duty, or otherwise, shall in no circumstances exceed the price of the Products.

15.5 Except as expressly stated in these Terms, we do not give any representation, warranties or undertakings in relation to the Products. Any representation, condition or warranty which might be implied or incorporated into these Terms by statute, common law or otherwise is excluded to the fullest extent permitted by law. In particular, we will not be responsible for ensuring that the Products are suitable for your purposes.

16. WRITTEN COMMUNICATIONS

Applicable laws require that some of the information or communications we send to you should be in writing. When using our Website, you accept that communication with us will be mainly electronic. We will contact you by e-mail or provide you with information by posting notices on our website. For contractual purposes, you agree to this electronic means of communication and you acknowledge that all contracts, notices, information and other communications that we provide to you electronically comply with any legal requirement that such communications be in writing. This condition does not affect your statutory rights.

17. NOTICES

17.1 All notices given by you to JUST EAT must be given to JUST EAT at Just-Eat.co.uk Ltd, Imperial Place 4, Maxwell Road, Borehamwood, WD6 1JN.

- 17.2 We may give notice to you by either the e-mail or postal address you provide to us when placing an order. Notice will be deemed received and properly served 24 hours after an e-mail is sent or three days after the date of posting of any letter. In proving the service of any notice, it will be sufficient to prove, in the case of a letter, that such letter was properly addressed, stamped and placed in the post and, in the case of an e-mail, that such e-mail was sent to the specified e-mail address of the addressee.

18. TRANSFER OF RIGHTS AND OBLIGATIONS

- 18.1 The Contract between you and us is binding on you and us and on our respective successors and assignees.
- 18.2 You may not transfer, assign, charge or otherwise dispose of a Contract, or any of your rights or obligations arising under it, without our prior written consent.
- 18.3 We may transfer, assign, charge, sub-contract or otherwise dispose of a Contract, or any of our rights or obligations arising under it, at any time during the term of the Contract.
- 18.4 This Contract is between you and us. Except as provided in clauses 14.2 and 14.3, no other person shall have any rights to enforce any of its terms, whether under the Contracts (Rights of Third Parties Act) 1999 or otherwise.

19. EVENTS OUTSIDE OUR CONTROL

- 19.1 We will not be liable or responsible for any failure to perform, or delay in performance of, any of our obligations under a Contract that is caused by events outside our reasonable control ("**Force Majeure Event**").
- 19.2 A Force Majeure Event includes any act, event, non-happening, omission or accident beyond our reasonable control and includes in particular (without limitation) the following:
- (a) strikes, lock-outs or other industrial action;
 - (b) civil commotion, riot, invasion, terrorist attack or threat of terrorist attack, war (whether declared or not) or threat or preparation for war;
 - (c) fire, explosion, storm, flood, earthquake, subsidence, epidemic or other natural disaster;
 - (d) impossibility of the use of railways, shipping, aircraft, motor transport or other means of public or private transport;
 - (e) impossibility of the use of public or private telecommunications networks; and
 - (f) the acts, decrees, legislation, regulations or restrictions of any government.
- 19.3 Our performance under the Contract is deemed to be suspended for the period that the Force Majeure Event continues, and we will have an extension of time for performance for the duration of that period. We will use our reasonable endeavours to bring the Force Majeure Event to a close or to find a solution by which our obligations under the Contract may be performed despite the Force Majeure Event. Where the Force Majeure Event affects our delivery of Products to you, we will arrange a new delivery date with you after the Force Majeure Event is over.

20. WAIVER

- 20.1 If we fail, at any time during the term of a Contract, to insist upon strict performance of any of your obligations under the Contract or any of these Terms, or if we fail to exercise any of the rights or remedies to which we are entitled under the Contract, this will not constitute a waiver of such rights or remedies and will not relieve you from compliance with such obligations.
- 20.2 A waiver by us of any default will not constitute a waiver of any subsequent default.
- 20.3 No waiver by us of any of these Terms will be effective unless it is expressly stated to be a waiver and is communicated to you in writing in accordance with clause 16 above.

21. SEVERABILITY

If any of these Terms or any provisions of a Contract are determined by any competent authority to be invalid, unlawful or unenforceable to any extent, such term, condition or provision will to that extent be severed from the remaining terms, conditions and provisions which will continue to be valid to the fullest extent permitted by law.

22. ENTIRE AGREEMENT

- 22.1 These Terms and any document expressly referred to in them constitute the whole agreement between us and supersede all previous discussions, correspondence, negotiations, previous arrangement, understanding or agreement between us relating to the subject matter of any Contract.
- 22.2 We each acknowledge that, in entering into a Contract, neither of us relies on any representation or warranty (whether made innocently or negligently) that is not set out in these Terms or the documents referred to in them.
- 22.3 Each of us agrees that our only liability in respect of those representations and warranties that are set out in this agreement (whether made innocently or negligently) will be for breach of contract.
- 22.4 Nothing in this clause limits or excludes any liability for fraud.

23. OUR RIGHT TO VARY THESE TERMS AND CONDITIONS

- 23.1 We have the right to revise and amend these Terms from time to time.
- 23.2 You will be subject to the policies and terms and conditions in force at the time that you order products from us.

24. ADDITIONAL TERMS

- 24.1 We are committed to protecting your privacy and security. All personal data that we collect from you will be processed in connection with our Privacy Policy. You should review our Privacy Policy, which is incorporated into these Terms by this reference and is [available here](#).

25. LAW AND JURISDICTION

Any dispute or claim arising out of or in connection with these Terms will be governed by English law. Any dispute or claim arising out of or in connection with such Contracts or their formation (including non-contractual disputes or claims) will be subject to the exclusive jurisdiction of the courts of England and Wales.

JUST-EAT.CO.UK LIMITED ("JUST EAT") CATALOGUE VOUCHERS TERMS AND CONDITIONS

1. Vouchers with a credit value ("Paycode Vouchers") and promotional discount vouchers ("Discount Vouchers", and together with Paycode Vouchers, "Vouchers") issued by Just Eat.co.uk Ltd ("JUST EAT") may only be redeemed against the pre-VAT value of online orders from the JUST EAT Catalogue, (which is accessible via the JUST EAT Partner Centre at <https://partner.just-eat.co.uk>) and cannot be applied towards standard shipping costs.
2. Paycode Voucher codes ("Paycode Voucher Codes") must be entered at the checkout stage, and are only valid for one use. Once the Paycode Voucher Code has been used (whether in an authorised or unauthorised manner), it will be void. Paycode Voucher recipients are responsible for ensuring that their Paycode Voucher Codes are not used by someone else.
3. If the order value is less than the Paycode Voucher value, no change or credit will be given. If the order value exceeds the Voucher value, the remaining balance must be paid online using a debit or credit card.
4. Discount Voucher codes ("Discount Voucher Codes") must be entered at the checkout stage, and are only valid for one use per restaurant. In the event of 2,000 redemptions made per Discount Voucher Code, the Discount Voucher Code will automatically expire regardless of the expiry date.
5. Vouchers may only be used by restaurants on the JUST EAT online platform at the time of the order. Vouchers are not transferable or exchangeable for cash.
6. Please refer to the Voucher for the expiry date and any additional offer restrictions.
7. Unless otherwise provided or specified on the Voucher and/or at the time the Voucher is issued, Vouchers may not be used in conjunction with other Vouchers, discounts or promotions provided or advertised from time to time.
8. JUST EAT reserves the right, at any time and in its sole discretion, to cancel Vouchers at any time or add additional terms and conditions in relation to the use of Vouchers.
9. All standard terms and conditions from time to time for use of the JUST EAT Catalogue website and JUST EAT's services apply.

We, Just Eat.co.uk Ltd ("JUST EAT") are committed to protecting the privacy of all visitors to the JUST EAT Catalogue (<https://partner.Just-Eat.co.uk/shop>) and all visitors who access the JUST EAT Catalogue through any mobile application (together, the "Website"). Please read the following privacy policy which explains how we use and protect your information.

We are registered with the Information Commissioner's Office (no. Z9368102) for the Data Protection Act. By visiting and/or ordering services on this Website, you agree and where required you consent to the collection, use and transfer of your information as set out in this policy.

1. INFORMATION THAT WE COLLECT FROM YOU

1.1 When you visit the Website or make a JUST EAT order through the Website, you may be asked to provide information about yourself including your name, contact details and payment information such as credit or debit card information. We may also collect information about your usage of the Website and information about you from the messages you post to the Website and the e-mails or letters you send to us.

1.2 By accessing JUST EAT information and/or services using mobile digital routes such as (but not limited to) mobile, tablet or other devices/technology including mobile applications, then you should expect that JUST EAT's data collection and usage as set out in this privacy policy will apply in that context too. We may collect technical information from your mobile device or your use of our services through a mobile device, for example, location data and certain characteristics of, and performance data about your device, carrier/operating system including device and connection type, IP address, mobile payment methods, interaction with other retail technology such as use of NFC Tags, QR Codes or use of mobile vouchers. Unless you have elected to remain anonymous through your device and/or platform settings, this information may be collected and use by us automatically if you use the service through your mobile device(s) via any JUST Eat mobile application, through your mobile's browser or otherwise.

2. USE OF YOUR INFORMATION

2.1 Your information will enable us to provide you with access to the relevant parts of the Website and to supply the services you have requested. It will also enable us to bill you and to contact you where necessary concerning our services. We will also use and analyse the information we collect so that we can administer, support, improve and develop our business, for any other purpose whether statistical or analytical and to help us prevent fraud. Where appropriate, now and in the future you may have the ability to express your preferences around the use of your data as set out in this privacy policy and this may be exercised through your chosen method of using our services, for example mobile, mobile applications or any representation of our Website.

2.2 We may use your information to contact you for your views on our services and to notify you occasionally about important changes or developments to the Website or our services.

2.3 Where you have indicated accordingly, you agree that we may use your information to let you know about our other products and services that may be of interest to you including services that may be the subject of direct marketing and we may contact you to do so by post, telephone, mobile messaging (e.g. SMS, MMS etc) as well as by e-mail.

2.4 Where you have indicated accordingly, you agree that we may also share information with third parties (including those in the food, drink, leisure, marketing and advertising sectors) to use your information in order to let you know about goods and services which may be of interest to you (by post, telephone, mobile messaging (e.g. SMS, MMS etc) and/or e-mail) and to help us analyse the information we collect so that we can administer, support, improve and develop our business and services to you.

2.5 If you do not want us to use your data in this way or change your mind about being contacted in the future, please let us know by using the contact details set out in section 7 below and/or amending your profile accordingly.

2.6 Please note that by submitting comments and feedback regarding the Website and the services, you consent to us to use such comments and feedback on the Website and in any marketing or advertising materials. We will only identify you for this purpose by your first name and the city in which you reside.

3. DISCLOSURE OF YOUR INFORMATION

3.1 The information you provide to us will be transferred to and stored on our servers in Denmark or at a destination outside the European Economic Area, and may be accessed by or given to our staff working outside the UK and third parties including companies within the Just-Eat group of companies (which means our subsidiaries, our ultimate holding company and its subsidiaries) who act for us for the purposes set out in this policy or for other purposes notified to you from time to time in this policy. Countries outside the European Economic Area do not always have strong data protection laws. However, we will always take steps to ensure that your information is treated in accordance with this policy.

3.2 In addition, we may need to provide your information to those third parties that process credit card payments and other information for us, and/or provide support services for us. This includes Paperhat Communications Limited, who is our JUST EAT Catalogue partner and provides product procurement, website management, warehousing, distribution and other services for the JUST EAT Catalogue.. By submitting your personal data, you agree to this transfer, storing or processing. Just-Eat will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this privacy policy.

3.3 If you have consented we may allow carefully selected third parties, including marketing and advertising companies, our affiliates and associates, to contact you occasionally about services that may be of interest to you. They may contact you by telephone, SMS as well as by e-mail. If you change your mind about being contacted by these companies in the future, please let us know by using the contact details set out in section 7 below and/or by amending your profile accordingly.

3.4 If our business enters into a joint venture with, purchases or is sold to or merged with another business entity, your information may be disclosed or transferred to the target company, our new business partners or owners or their advisors.

3.5 We may use the information that you provide to us if we are under a duty to disclose or share your information in order to comply with (and/or where we believe we are under a duty to comply with) any legal obligation; or in order to enforce our Website Terms and any other agreement; or to protect the rights of JUST EAT, any delivery restaurants or others. This includes exchanging information with other companies and other organisations for the purposes of fraud protection and prevention.

4. SECURITY AND DATA RETENTION

4.1 We take steps to protect your information from unauthorised access and against unlawful processing, accidental loss, destruction and damage. We will keep your information for a reasonable period or as long as the law requires.

4.2 Where you have chosen a password which allows you to access certain parts of the Website, you are responsible for keeping this password confidential. We advise you not to share your password with anyone.

4.3 Unfortunately, the transmission of information via the internet is not completely secure. Although we will take steps to protect your information, we cannot guarantee the security of your data transmitted to the Website; any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

5. ACCESSING AND UPDATING

You have the right to see the information we hold about you ("Access Request") and to ask us to make any changes to ensure that it is accurate and up to date. If you wish to do this, please contact us using the contact details set out in section 7 below. In the event that you make an Access Request, we reserve the right to charge a fee of ten pounds (£10.00) to meet our costs in providing you with details of the information we hold about you.

6. CHANGES TO OUR PRIVACY POLICY

Any changes to our Privacy Policy will be posted to the Website and, where appropriate, through e-mail notification.

7. CONTACT

All comments, queries and requests relating to our use of your information are welcomed and should be addressed to Just Eat.co.uk Ltd, Imperial Place 4, Maxwell Road, Borehamwood, WD6 1JN, or call on tel. 0844 243 7777.

We use cookies to improve the quality of our site and service, and to try and make your browsing experience meaningful. When you enter our site our web server sends a cookie to your computer which allows us to recognise your computer but not specifically who is using it. By associating the identification numbers in the cookies with other customer information when for example you log-in to the site, then we know that the cookie information relates to you.

By proceeding beyond this page you consent to our cookie settings and agree that you understand this Cookies Policy which explains how you can manage your cookie choices and preferences.

This cookies policy explains:

- [What are cookies?](#)
- [Why do we use cookies?](#)
- [Managing your cookies preferences](#)

What are cookies?

Cookies are small pieces of information which are issued to your computer when you visit a website and which store and sometimes track information about your use of the site. A number of cookies we use last only for the duration of your web session and expire when you close your browser. Other cookies are only used where you ask us to remember your login details for when you next return to the site and will last for a longer duration.

Why do we use cookies?

The cookies used on the Just Eat Catalogue (<https://www.partner.just-eat.co.uk/shop>) are explained below and based on the International Chamber of Commerce guide for cookie categories.

1. Strictly necessary cookies

Strictly necessary cookies allow you to use essential features of our site such as enabling you to log-in to our site.

The essential features of our site require strictly necessary cookies so that we can identify you as being logged in to the Just Eat Catalogue and to ensure that you are able to access the appropriate features on our site. These cookies also allow you to navigate to different pages of the site during your browsing session.

If you choose not to accept these cookies, you will be unable to use all of the features of our site.

2. Performance cookies

Performance cookies collect information about how you use our site, so that we can improve the quality of our site and service.

Our performance cookies do not collect any information that could potentially identify you. All information collected is anonymous and is used by us to:

- o provide statistics on how our site is used;
- o monitor which website our users arrived from; and
- o help us improve the site by measuring usage information and any errors which occur during our users browsing experience.

Strictly necessary cookies on the JUST EAT Catalogue

The following list of cookies are those used on our site which we have identified as being strictly necessary cookies:

Cookie name	What does it do?
ASP.NET_SessionID	<p>This cookie is used to store session-related information between pages.</p> <ul style="list-style-type: none">- created when a user logs in- deleted when a user closes their browser- used in about 20 classes for state management- consists of a key that Partner Centre uses to retrieve session data from the server- not shared with 3rd party
PartnerCentreCookie	<p>This cookie is used to provide authentication for a user once they have logged into the site.</p> <ul style="list-style-type: none">- created when a user logs in- deleted when a user closes their browser- required for forms authentication- consists of a key managed by ASP.NET- not shared with 3rd party
JSESSIONID	<p>The Just Eat Catalogue uses Coreprint, an eCommerce solution provided by Paperhat Communications Limited. Coreprint stores no information about the user in this cookie as it is a 'session only' cookie, and a new cookie is generated only for the purposes of the Coreprint engine being able to identify the user while they are navigating through it and is cleared when the user logs out. All the user information we store is linked to the login details and not the cookie.</p> <p>Coreprint only uses cookies in a standard eCommerce method to assist the user in the process of creating and ordering both fixed and personalised products. The information is limited as to what is needed and is not held, nor used in any way either by Paperhat or any other third party for anything else.</p>

Performance cookies on the JUST EAT Catalogue

The following list of cookies are those used on our site which we have identified as being performance cookies:

3. Functionality cookies

Functionality cookies provide you with improved site functionality by allowing access to additional services or to enhance your future visits to our site. We have not identified any cookies used on our site as being functionality cookies.

4. Targeting and sharing cookies

Targeting and sharing cookies offer you a customised browsing experience by providing you with interest based services both on this site and on some other websites too. We have not identified any cookies used on our site as being targeting and sharing cookies. For more information about this type of interest based advertising, please visit www.youronlinechoices.co.uk.

Cookie name	What does it do?
__utma	<p>The Just Eat website uses Google Analytics, a web analytics service provided by Google, Inc. Google Analytics sets 4 cookies in order to evaluate your use of the Just Eat site.</p> <p>Google stores the information collected by the cookie on servers in the United States. Google may also transfer this information to third parties where required to do so by law, or where such third parties process the information on Google's behalf. Google will not associate your IP address with any other data held by Google.</p> <p>How to reject or delete these cookies: http://www.google.com/intl/en/privacypolicy.html</p> <p>The __utma cookie keeps track of the number of times a visitor has been to the site pertaining to the cookie, when their first visit was, and when their last visit occurred. Google Analytics uses the information from this cookie to calculate things like Days and Visits to purchase.</p>
__utmb __utmc	<p>The __utmb and __utmc cookies are brothers, working together to calculate how long a visit takes. __utmb takes a timestamp of the exact moment in time when a visitor enters a site, while __utmc takes a timestamp of the exact moment in time when a visitor leaves a site. __utmb expires at the end of the session. __utmc waits 30 minutes, and then it expires. You see, __utmc has no way of knowing when a user closes their browser or leaves a website, so it waits 30 minutes for another pageview to happen, and if it doesn't, it expires.</p>
__utmz	<p>__utmz keeps track of where the visitor came from, what search engine you used, what link you clicked on, what keyword you used, and where they were in the world when you accessed a website. It</p>

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_utmz	expires in 15,768,000 seconds – or, in 6 months. This cookie is how Google Analytics knows to whom and to what source / medium / keyword to assign the credit for a Goal Conversion or an Ecommerce Transaction. __utmz also lets you edit its length with a simple customisation to the Google Analytics Tracking code.
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Managing your cookie preferences

Some of the cookies used by our site are served by us, and some are served by third parties who are delivering services on our behalf.

Most web browsers automatically accept cookies but, if you prefer, you can change your browser to prevent that or to notify you each time a cookie is set. You can also learn more about cookies by visiting www.allaboutcookies.org which includes additional useful information on cookies and how to block cookies using different types of browser. Please note however, that by blocking or deleting cookies used on our site you may not be able to take full advantage of our site if you do so.

Our [privacy policy](#) can provide you with further details about how we use any personal information you give us, although not all information captured by using cookies will identify you.

We are continually striving to develop improved ways of managing your cookie preferences. As new technologies and solutions emerge, this cookies policy may be updated to reflect any such advances in technology and preference management tools.

Please refer to our [Terms and Conditions](#) for a full explanation of all the terms that apply to your use of the JUST EAT Catalogue.

General

Why do I have to login to access the JUST EAT Catalogue?

This is for security reasons, to confirm we have the right person accessing the catalogue.

Why do I have to agree to the JUST EAT Catalogue terms and conditions before I can use the Catalogue?

This is so you have a full understanding of the conditions of ordering goods from the JUST EAT Catalogue.

How do I contact JUST EAT if I have a general query about the Catalogue or order?

Please visit our [Contact Us](#) page.

Who are Paperhat?

Paperhat are partners of JUST EAT, working with us to provide this service.

Who are MMC Ltd?

MMC are partners of JUST EAT, providing the distribution services for the JUST EAT Catalogue.

Types of products

What type of products can I buy from the JUST EAT Catalogue?

You can purchase JUST EAT Branded Products or Co-Branded Products, which can feature your own logo alongside a JUST EAT design. Any non-branded products featured on the site have the same terms as JUST EAT Branded Products.

Can I order JUST EAT Branded Products and Co-Branded Products at the same time?

Yes. If your order includes JUST EAT Branded Products then these will arrive before your Co-Branded Products, as Co-Branded products are made to order.

What will I need to order Co-Branded Products?

It is important that before ordering Co-Branded Products, you should check that you have access to either print-ready artwork of your logo, or an existing item of printed material with your logo on it. If you do not have either of these, then we may still be able to create artwork for you, however this may add to the cost and delivery lead times.

How do I order Co-Branded Products?

You can order these products in a similar way as you order JUST EAT Branded Products. They can be found under the group heading "Co-Branded Products" on the Catalogue home page.

Simply select the product and the quantity you require. The price then indicated includes the creation of your logo's artwork (assuming you provide us with print ready artwork of your logo or an existing item of printed material with your logo on it), and all printing costs but excludes delivery and VAT charges at the standard rate."

Please refer to our Delivery Charges Information by following [this link](#).

Co-Branded Products can be ordered at the same time as JUST EAT Branded Products, but please note, for the reasons given above these will not be delivered at the same time.

You will be charged for the Co-Branded Products at the time you confirm the order, at check out.

What happens after I have placed my order for Co-Branded Products?

Once you have placed your order for a Co-Branded Product, you will receive an order confirmation via email. You will also receive an invoice for your goods in a separate email. Within 2 working days, our Catalogue partner Paperhat will phone you to arrange the creation of your artwork.

What happens when Paperhat contact me?

Paperhat will explain the process to create your artwork and make sure that you receive designs for your approval before any printing takes place.

The price you pay includes up to 2 changes to the artwork before final approval. If you need to change the artwork more than twice then additional charges may apply.

It normally takes 7 working days to create the artwork for you.

Paperhat will advise you of the estimated time for your items once you have approved your artwork.

After you have approved your artwork, you will receive an order acceptance confirmation email. Please note that your contract to purchase will only be complete after you have approved the final artwork for printing and you receive an email confirmation from us.

How do I re-order Co-Branded Products?

Once you have placed your first order, and you have approved the final artwork, you will be able to re-order the same item again, without going through the artwork design process.

You'll be able to select this from the Co Branded Products section as normal in the home page. Your own designs will appear, which are unique to your own account. Paperhat will still contact you to advise a delivery date.

If you would like to update your design, you should order your chosen product from the Co-Branded Product section. Paperhat will contact you within 2 working days to update your design.

Are there any other charges for Co-Branded Products?

Orders cancelled after the design process has begun, and before you receive email confirmation that your order is being printed, are subject to a charge of 30% of the total price paid. If you choose to cancel your order prior to creation of any artwork, then you will receive a full refund.

If you are cancelling an order for Co-Branded Products and due a full or partial refund, we will issue you with a credit note by email. If you are due a partial refund a new invoice will be sent by email for the 30% charge.

Order Process

When will my credit or debit card be charged?

At the time you confirm your order, at order check out.

How will I know an item is available to order?

When you select to view any of our products, an 'In Stock' quantity is visible below your quantity selection field. This figure indicates the total amount of stock in our warehouse.

If this figure is zero, can I pre-order the item?

No. The website will display the item for you to view only, with a date on which it is expected to be available again.

Will I receive an order confirmation?

Yes, you will receive an email acknowledging that we have received your order.

In the case of JUST EAT Branded Products, our acceptance of your order and your contract to purchase them will only be complete when we send you an email confirming despatch. At this point we will also send you an invoice for your goods by email.

In the case of Co-Branded Products, our acceptance of your order and your contract to purchase them will only be complete after you have approved the final artwork for printing and you receive an email confirmation from us. However, you will receive an invoice after your order confirmation email.

Will I receive confirmation that my order has been despatched?

Yes. Once your order has left our warehouse, you will receive an email confirmation. This email will inform you of the expected delivery date and confirm the items that have been despatched.

Can I go back into my order to amend it, after check out is complete?

Unfortunately, once you have confirmed your order, you will not be able to amend it in any way.

How do I cancel an order?

To cancel an order, please contact us on:

Email: justeat@paperhat.co.uk

*Phone: **0845 1227480***

Open Mon-Fri 9am – 5pm

Please have ready, or include in your email, all order details. This will make the whole process faster and easier for you.

Please note that orders for JUST EAT Branded Products can only be cancelled before they are despatched. JUST EAT Branded Products are generally despatched within 1-2 working days of placing your order. If the goods have left our warehouse, then we will not be able to stop the delivery. Upon the receipt of the goods you will have to follow our Return Instructions, and collection and restocking charges will apply. Please refer to our Delivery Charges information, available to view by following [this link](#).

An order for Co-Branded Products can be cancelled for a full refund only if Paperhat have not begun to create your design. After this point, you can only cancel your order before you receive email confirmation that your order is being printed and such cancellations will be subject to a charge of 30% of the total price paid. Once your order has proceeded to printing, you may no longer cancel your order. This does not affect your legal rights.

I can't find my invoice/credit note. How do I get a copy?

To request a copy of your an invoice/credit note, please contact us on:

Email: justeat@paperhat.co.uk

*Phone: **0845 1227480***

Open Mon-Fri 9am – 5pm

Delivery

Will I be charged for delivery?

Unless you have qualified for free delivery, you will be charged depending on the value of your order, the delivery address and the delivery method you request. You will be advised of any delivery charges before you proceed to make a payment. Please refer to our Delivery Charges information, available to view by following [this link](#).

How long it will it take for my order to arrive and at what time of the day will I receive my order?

In the case of JUST EAT Branded Products, we aim to make all standard deliveries within 5-10 working days of your order.

In the case of Co-Branded Products, we will confirm an estimated delivery date after final approval of artwork. Please see the individual product pages for more information. In the unlikely event that we are unable to meet this estimated delivery date, we will contact you with a revised estimated delivery date.

Unless you select one of our Special Delivery Options when you place your order, the standard delivery time is from Monday to Friday, between 12.00 and 18.00

Can I have a delivery in the morning?

Yes, however to arrange for an AM delivery you will have to go to Special Delivery Options and add this to your basket. Additional charges will apply. Please refer to our Delivery Charges information, available to view by following [this link](#).

AM deliveries are from 9.00 to 12.00 Mondays to Fridays.

Can I have a delivery on a Saturday?

You can arrange a Saturday delivery by selecting this as an item under Special Delivery Options and add this to your basket. Additional charges will apply. Please refer to our Delivery Charges information, available to view by following [this link](#).

Saturday deliveries are from 9.00 to 12.00.

What happens if I'm not in when the delivery arrives?

All deliveries are sent 'signed for'. If no one is at the delivery address, the driver will try to contact you by calling the telephone number you have registered with your Catalogue account. If they are unable to contact you, you will be left a calling card to provide you with the necessary information you need to either collect the order yourself or arrange a re-delivery.

Re-deliveries will only be attempted 3 times, after which they will be returned to the warehouse. You will receive a refund for the products returned however you may be charged for the return and restocking of the items back into our warehouse. Please refer to our Delivery Charges information, available to view by following [this link](#).

Returns and Refunds**Can I return items that I do not want, if so how?**

We offer a "goodwill" refund or exchange on all JUST EAT Branded Products when the items are returned in a resalable condition and in their original packaging within 7 working days of the date on which you receive them. Please see our Returns Instructions printed on our delivery documentation.

Please note, for items you have ordered and no longer want, collection and re-stocking charges will apply. Please refer to our Delivery Charges information, available to view by following [this link](#).

Our "goodwill" returns policy does not apply to any Co-Branded Products, as these are made-to-order. These items can only be refunded or exchanged in accordance with your legal rights.

You will receive a credit note by email for any goods that you are returning. Your account will be credited, less any charges applicable, as soon as possible after the goods have been returned into our warehouse. A new invoice will be issued by email for the collection and restocking charges that apply.

How do I return faulty or damaged goods?

Please see our Returns Instructions printed on our delivery documentation or contact our team on:

Email: justeat@paperhat.co.uk

*Phone: **0845 1227480***

Open Mon-Fri 9am – 5pm

You will receive a credit note by email for any goods that you are returning. If you have opted for replacement goods then you will be issued with a new invoice by email.

We will arrange for a courier to collect the goods you are returning, however please be aware that a collection can be made any time between 9AM and 5PM from your nominated address. A tracking reference will be provided to you. If you have requested a refund, your account will be credited, including any applicable delivery charges paid, as soon as possible after the goods have been returned into our warehouse.

Can I return Co-Branded Goods?

Only if you can show that the goods have been printed incorrectly, are damaged, faulty or that they differ from the artwork you approved.

Standard Delivery (delivery after 12:00 Monday to Friday)

Order value over	£25 (ex.VAT)	FREE DELIVERY
Order value below	£25 (ex.VAT)	£7.99 per order (ex. VAT)

AM Delivery (delivery between 09:00 & 12:00 Monday to Friday)

Single Charge £25.00 per order (ex. VAT)

If you would like an AM delivery you will need to select this option from the product menu.

Saturday Delivery (delivery between 09:00 & 12:00 Saturday)

Single Charge £25.00 per order (ex. VAT)

If you would like a Saturday delivery you will need to select this option from the product menu.

Collection and Restocking Charge for Returns

Single charge £15.00 per collection (ex. VAT)

All charges shown exclude VAT.

All deliveries for JUST EAT Branded Products are estimated between 5 and 10 working days after your order has been placed. Estimated delivery times for Co-Branded Products will be confirmed after your artwork has been approved and the order finalised.

Delivery charges (if applicable) will automatically be added to your order.

For general queries about the catalogue, co-branded products, to cancel an order or organise a return, please contact us on:

Email: justeat@paperhat.co.uk

Phone: **0845 1227480**

Open Mon-Fri 9am – 5pm