

# Terms and Privacy

## Terms of Use

Welcome to the ROBOX website located at <https://robox.menu/> the “Site”). Please read these Terms of Service (the “Terms”) and our Privacy Policy because they govern your use of our Site and our robotic beverage services accessible at our coffee shop, via our Site. To make these Terms easier to read, the Site, the App and robotic beverage and related services are collectively called the “Services.”

## Acceptance of Terms

These Terms apply to your access to, and use of, all or any part of the Services. These Terms do not alter in any way the terms or conditions of any other agreement you may otherwise have with ROBOX for any of our products or services. By signing up for or using our Services you agree that you have read, understand and agree to be legally bound by these Terms. If you don't agree to be bound by these Terms, please do not use the Services.

## Modification

ROBOX may amend these Terms at any time, in its sole discretion. If we do so, we'll let you know either by posting the modified Terms on the Site or through other communications. The amended Terms will have immediate effect. Your continued use of the Services following the posting of any changes to the Terms constitutes your acceptance of such changes. The most updated version of these Terms is available at <https://robox.menu/privacy>. ROBOX Services are evolving, and hence it may suspend, modify or discontinue, temporarily or permanently, the Services from time to time without notice, and in our sole discretion. You agree that ROBOX will not be liable to you or any third party as a result of such suspension, modification or discontinuation.

## Privacy Policy

Please refer to our Privacy Policy <https://robox.menu/privacy> for information on how we collect, use and disclose information from our users. You acknowledge and agree that your use of the Services is subject to our Privacy Policy. **ARBITRATION NOTICE: UNLESS YOU OPT OUT OF ARBITRATION WITHIN 30 DAYS OF THE DATE YOU FIRST AGREE TO THESE TERMS BY FOLLOWING THE OPT-OUT PROCEDURE SPECIFIED IN THE “ARBITRATION” SECTION BELOW, AND EXCEPT FOR CERTAIN TYPES OF DISPUTES DESCRIBED IN THE “ARBITRATION” SECTION BELOW,**

YOU AGREE THAT DISPUTES BETWEEN YOU AND ROBOX WILL BE RESOLVED BY BINDING, INDIVIDUAL ARBITRATION AND YOU ARE WAIVING YOUR RIGHT TO A TRIAL BY JURY OR TO PARTICIPATE AS A PLAINTIFF OR CLASS MEMBER IN ANY PURPORTED CLASS ACTION OR REPRESENTATIVE PROCEEDING.

## **Our Services**

ROBOX is a robotic coffee shop that provides its patrons flavorful machine-made, beverages. You can order your beverage in one of two ways. You can either visit our coffee shop in person, enter the details of your order. You may also order your beverage by entering your Order Details through our WebSite. When your beverage is ready, we will either: (i) display your drink (“Code”), on a screen at our coffee shop, so you can get your drink that you can use to get your beverage. A robotic server will deliver your beverage to the delivery bay for you to pick up. Please note that we will not store your beverage for more than 15 seconds after displaying your Code on the screen. If you fail to pick up your order within 5 minutes of getting the text notification, or after your Code has been displayed at the on-site screen, you will have to reorder the coffee, and you will be charged again for such re-order.

## **Feedback and compliants**

We welcome feedback, comments and suggestions for improvements to the Services (“Feedback”). You can submit Feedback by emailing us at <https://robox.menu/support>. You grant to us a non-exclusive, worldwide, perpetual, irrevocable, fully-paid, royalty-free, sublicensable and transferable license under any and all intellectual property rights that you own or control to use, copy, modify, create derivative works based upon and otherwise exploit the Feedback for any purpose.

## **Filing a complaint and terminating the contract.**

Payment for your order is made in a contactless way: by phone or by credit card. Your funds will be returned in full if the robot doesn’t prepare your drink. If you have any other comments, you can contact support for the link <https://robox.menu/support>.

## **Intellectual Property**

### **Content and Content Rights**

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## **Payment**

When you place an order either through the on-site kiosk, we will provide you the price of the beverages and other items you have ordered. By clicking the "Place Order" button on the kiosk or App, you are confirming your order and agreeing to pay the price of the items you have ordered. You authorize ROBOX or its third party payment processor to charge your credit card or other form of payment for the price of the beverages and other items that you have so ordered and confirmed.

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## **Contact Information**

If you have any questions about these Terms or the Services, please contact ROBOX at [info@robox.coffee](mailto:info@robox.coffee). Bio-grain Sp. z o.o.Ul. CHODAKOWSKA 15. 96-500 Sochaczew. Nlp: 837 181 36 87