



Vendor welcome Pack

Dear Awesome Vendor,

We're really looking forward to working with you and hosting your products and services on our site. Our dream is to make life just that little bit easier for our fellow vegans and with your help; we're now that one step closer.

We've put together this little welcome pack that will help you with getting your store and products up and running in no time. It covers all the boring things like where to find our terms and conditions* and also all the important things such as our fee structure, where to get more information and a short tutorial on how to get your store online and selling.

And remember, we're always just an email or call away. We are here to make life easier for our customers, and as a vendor, you're one of our customers too!

Cheers,
Simplify Vegan
<https://simplifyvegan.com.au>



P.S. Don't forget to like our Facebook page (<https://facebook.com/simplifyvegan>) to hear about Facebook exclusive promotions and information!

* Note that we reserve the right to update and modify our terms and conditions so please ensure that your contact details are up to date. We will always advise you if we make a change and this will be conveyed both via email and on our website.

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Welcome To Your Store

Setting up your store is simple as vegetable chips. We made it so that you can start selling as soon as possible!

We know many of you are busy so we've split this welcome pack into two sections – the first is a crash course which will get you on your feet in no time and the second is the concise version which you can use as a reference guide if you need more information about a particular topic.



The Crash Course

Our crash course covers just the basics to get you your store running as quickly as possible. If you need more information about anything here, you can read the concise version in the next sections.

1. Log into your account by clicking on the Login link on the top blue menu bar at <https://simplifyvegan.com.au>.



2. Enter your provided username and password. If you have forgotten your password, you can click on the 'Forgot Password' link to generate a new one.

3. Once you've logged in, you'll be presented with your Dashboard. This displays a summary of all the important information like any orders you've received.
4. Click on 'Settings' and ensure 'Store' is selected in the sub menu

My Dashboard

[Dashboard](#) [Products](#) [Orders](#) [Settings](#) [Refunds](#) [View Store](#)

Settings

[Store](#) [Payment](#) [Branding](#) [Shipping](#) [Social](#)

Store Name Required

Your shop name is public and must be unique.

Store Description

5. Enter your Store Name

My Dashboard

[Dashboard](#) [Products](#) [Orders](#) [Settings](#) [Refunds](#) [View Store](#)

Settings

[Store](#) [Payment](#) [Branding](#) [Shipping](#) [Social](#)

Store Name Required

Your shop name is public and must be unique.

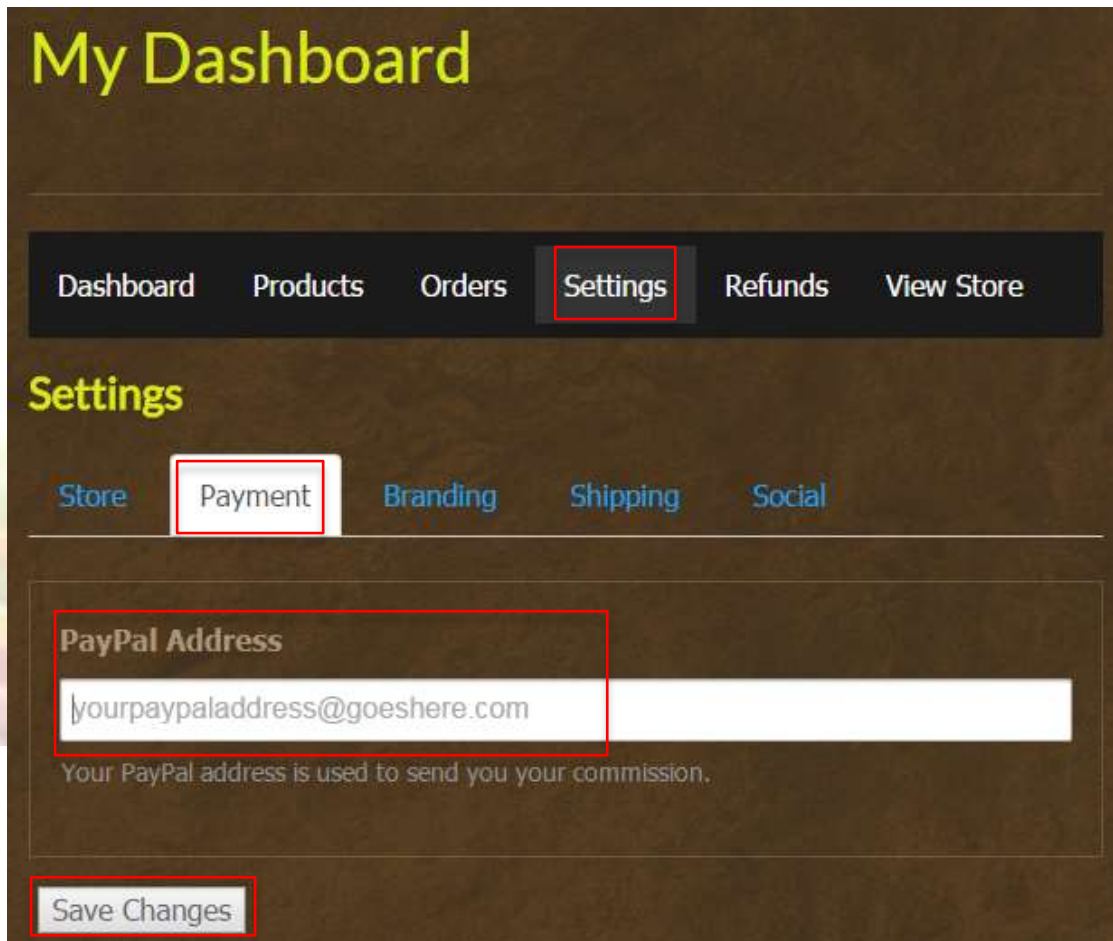
Store Description

6. Scroll to the bottom and click on 'Save Changes'



A screenshot of the bottom of a form. It features two input fields: 'State / County' and 'Postcode / Zip'. Below these fields is a 'Save Changes' button, which is highlighted with a red rectangular box.

7. This part is important! Click on 'Payment' option in the sub menu at the top of the page and enter your PayPal address where payments are to be sent then click on 'Save Changes'



A screenshot of the 'My Dashboard' settings page. The main heading 'My Dashboard' is in yellow. Below it is a navigation bar with links: 'Dashboard', 'Products', 'Orders', 'Settings' (highlighted with a red box), 'Refunds', and 'View Store'. Under the 'Settings' section, there are sub-menu options: 'Store', 'Payment' (highlighted with a red box), 'Branding', 'Shipping', and 'Social'. The 'Payment' sub-menu is expanded, showing a 'PayPal Address' section. This section contains a text input field with the placeholder 'yourpaypaladdress@goeshere.com' (highlighted with a red box) and a note: 'Your PayPal address is used to send you your commission.' At the bottom of the 'Payment' section is a 'Save Changes' button (highlighted with a red box).

8. Set your default shipping costs by clicking on 'Shipping' then entering your domestic and international shipping costs. Tick the options as required, for example, if you wish to disable international shipping, simply just tick the checkbox. Then click on 'Save Changes' at the bottom of the page.

My Dashboard

Dashboard Products Orders **Settings** Refunds View Store

Settings

Store Payment Branding **Shipping** Social

Default National Shipping Fee

The default shipping fee within your country, this can be overridden on a per product basis.

☐ Free national shipping.

☒ Charge once per product for national shipping, even if more than one is purchased.

☐ Disable national shipping.

Default International Shipping Fee

The default shipping fee outside your country, this can be overridden on a per product basis.

☐ Free international shipping.

☐ Charge once per product for international shipping, even if more than one is purchased.


☒ Disable international shipping.

9. Click on 'Products' then click on 'Add Product'

My Dashboard

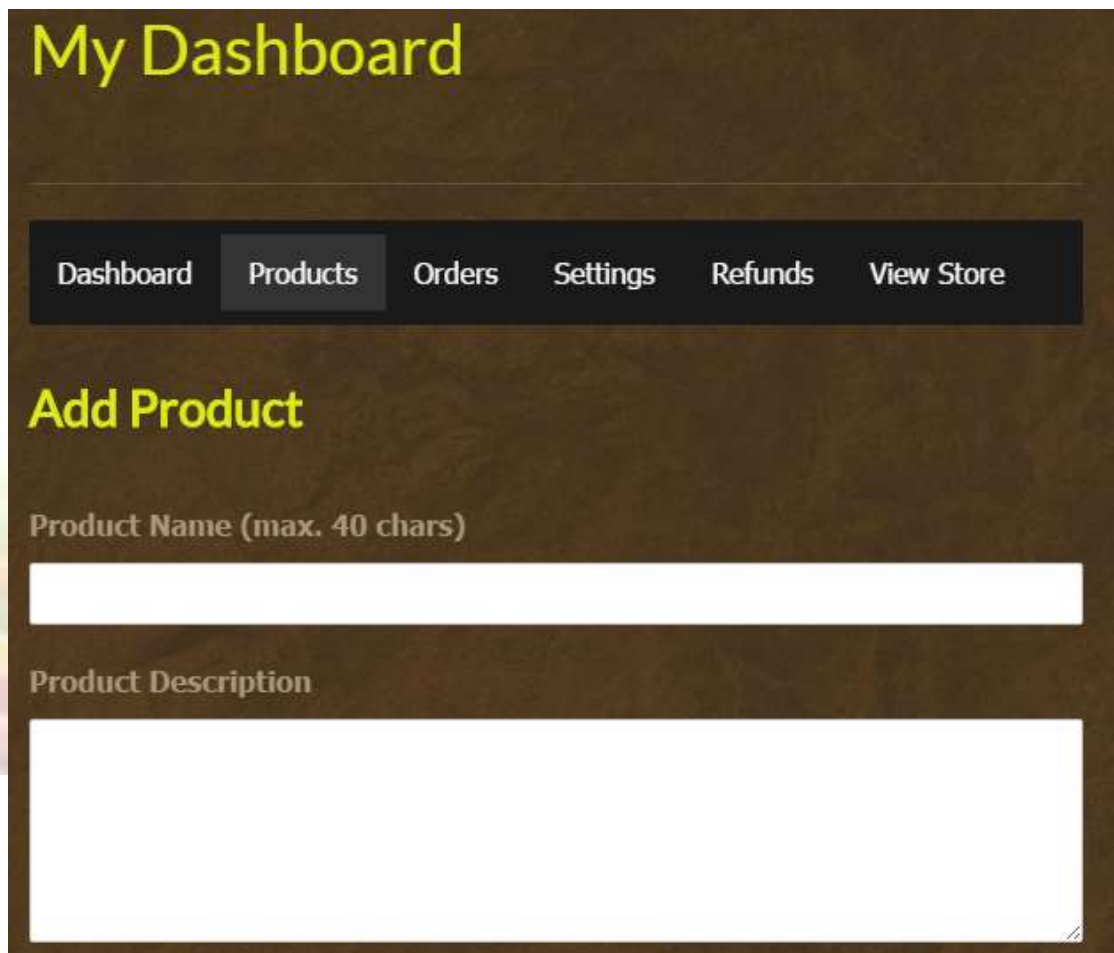
Dashboard **Products** Orders Settings Refunds View Store

Add Product

	Details		Status
	Simplify AwesomenessSimplify	\$1.00	Online

10. Enter your product details. As a minimum, you'll want to enter:

- ☐ Product name
- ☐ Product description – put the whole description here, you may want to consider adding information like ingredients or place of origin
- ☐ Product short description – this is just a short summary
- ☐ Pick at least one category
- ☐ Add a regular price



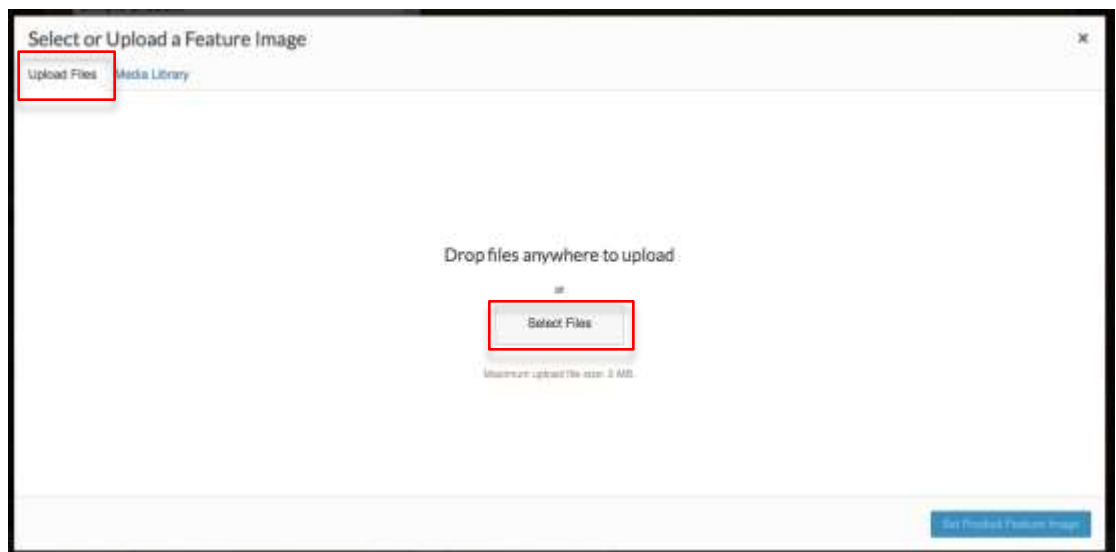
The screenshot shows a web interface titled 'My Dashboard' in yellow text on a dark brown background. Below the title is a navigation bar with buttons for 'Dashboard', 'Products' (which is highlighted), 'Orders', 'Settings', 'Refunds', and 'View Store'. Under the navigation bar is a section titled 'Add Product' in yellow. This section contains two input fields: 'Product Name (max. 40 chars)' and 'Product Description'. The 'Product Name' field is a single-line text input, and the 'Product Description' field is a larger, multi-line text area.

11. Add an image of your product by clicking on 'Set Featured Image'. Our website loves square images of at least 268px tall and 268px wide but if your image doesn't fit, don't worry, the site will resize them to fit our page.

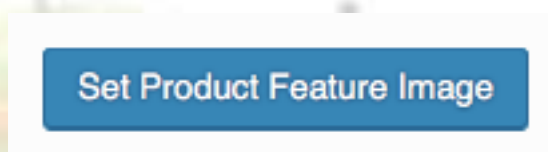


The screenshot shows a web interface with two main sections: 'Featured Image' and 'Gallery'. The 'Featured Image' section has a large, empty square placeholder for an image. Below this placeholder is a button labeled 'Set featured image' in blue text, which is highlighted with a red rectangular box. The 'Gallery' section is to the right of the 'Featured Image' section and contains the text 'Add product gallery images' in blue.

12. Click on 'Upload Files' then 'Select Files' to select a picture from your computer.



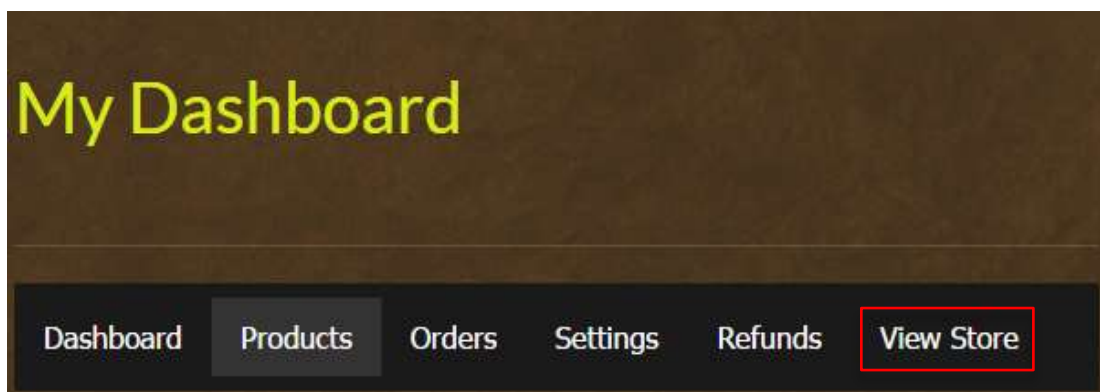
13. Click on 'Set Product Feature Image' once you are happy with your picture



14. If you have more than one picture, you can upload them by selecting 'Add product gallery images' and then repeating step 11



15. Once you're done adding your product details, click on 'Add Product' at the bottom to list your product!
16. Repeat steps 8 to 14 for each product that you wish to put on your store
17. Check out how your store looks to customers by clicking on 'View Store'



18. Now just sit back, relax and enjoy your hard work! You can check in on your dashboard to see your orders as they come in. Your dashboard can be accessed at any time after you've logged in by clicking on the link in the top blue bar.



19. You can manage all incoming orders, mark them as shipped (include a tracking number if applicable) and mark orders as completed directly from your dashboard by clicking on 'Orders' then hovering above any specific order.



The Concise Version

This section covers all of your store functionality in much finer detail. If you have any questions we are always happy to hear from you – just send us a message at <https://simplifyvegan.com.au/contact>.

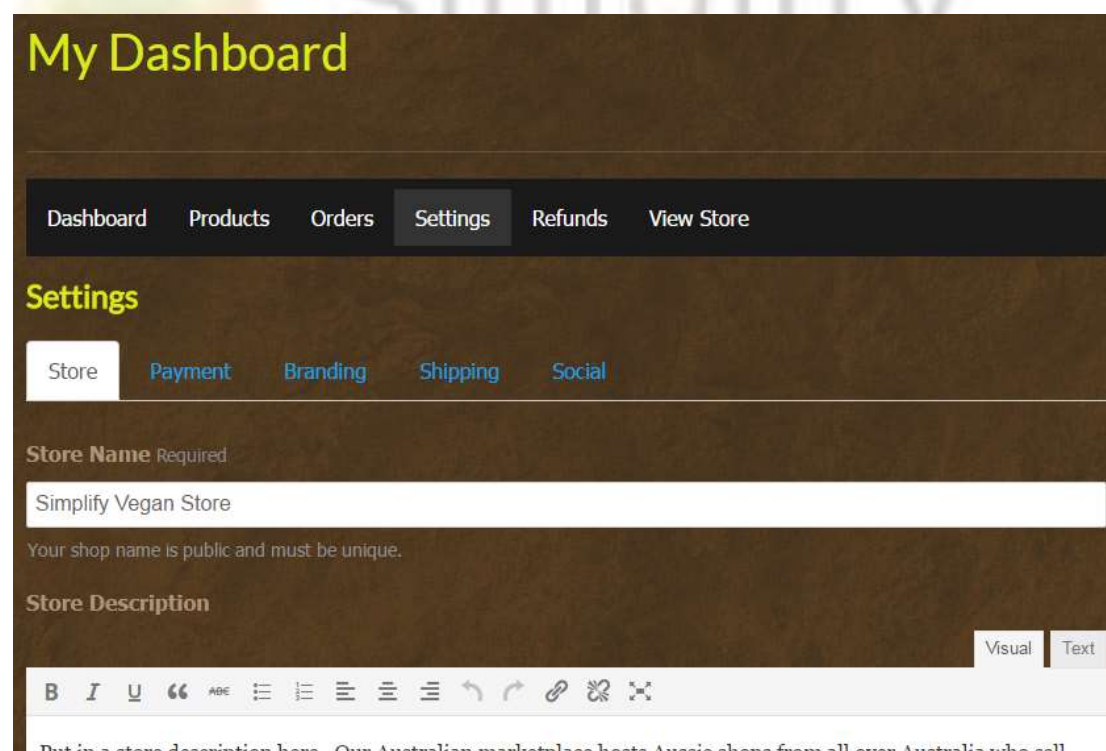
YOUR STORE SETTINGS

The first thing we will cover is how to set up your store. This will give your customers a little insight into who you are and what you do plus important things like where payments will be sent. You can also link your store to your own website or social media pages. We will walk you through the 5 main settings for your store – Store, Payment, Branding, Shipping and Social. All of these options are found in the ‘Settings’ menu on your Dashboard.

At any time during the set up process, you can click on ‘View Store’ to see how customers will see your store.

Store

This is information about your store that is displayed to customers. You can add things like your own website URL and a description about who you are.



Payment

This step is extremely important. It sets which PayPal address payments are to be sent to.

My Dashboard

Dashboard Products Orders **Settings** Refunds View Store

Settings

Store **Payment** Branding Shipping Social

PayPal Address

Your PayPal address is used to send you your commission.

Save Changes

Branding

If you like, you can set an image as your store banner. It just adds a little more of a personal touch when customers visit your store. The perfect image size for our banners is 1000px by 268px. If your image is wider or longer, our website will resize it to fit but it may cause some unwanted skewing of the image so we do recommend that you upload the correct image size.

My Dashboard

Dashboard Products Orders **Settings** Refunds View Store

Settings

Store Payment **Branding** Shipping Social

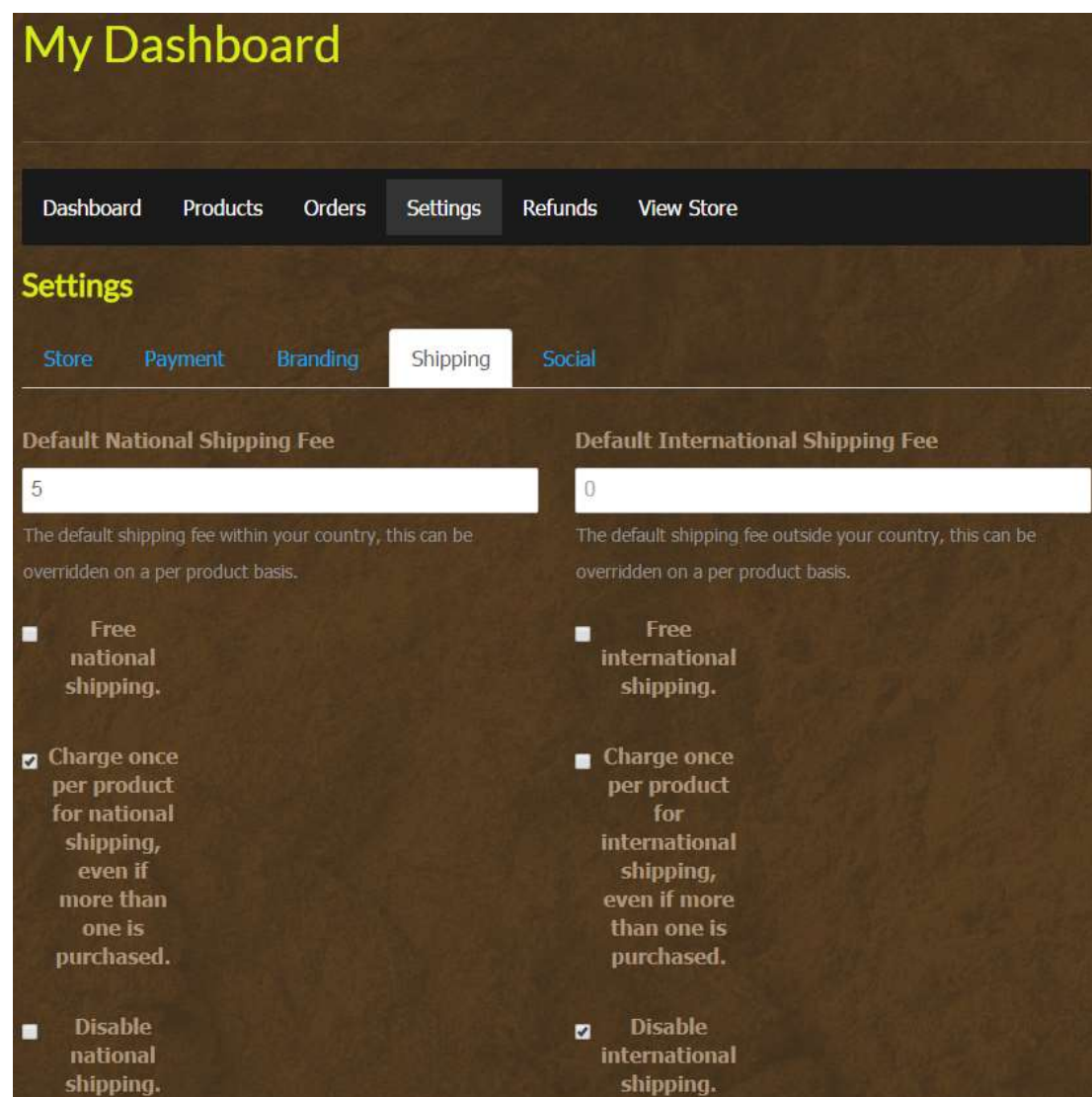
Store Banner

[Remove Store Banner](#)
Save Changes

Shipping

Enter your own shipping terms here as well as any specific shipping and return policies. This will form your store's default shipping rates, which means all products you list on the store will use these rates. However, don't stress if you have products that do not fall within these rates, you can still set specific rates for each product if you prefer.

1. Enter your default national and international shipping fees. If you do not wish to ship internationally, you can disable international shipping and just leave the field blank.
2. If you wish to charge a flat shipping rate regardless of purchase quantity, you can also check 'Charge once per product for national shipping, even if more than one is purchased'.



My Dashboard

[Dashboard](#) [Products](#) [Orders](#) [Settings](#) [Refunds](#) [View Store](#)

Settings

[Store](#) [Payment](#) [Branding](#) [Shipping](#) [Social](#)

Default National Shipping Fee

The default shipping fee within your country, this can be overridden on a per product basis.

☐ Free national shipping.

☒ Charge once per product for national shipping, even if more than one is purchased.

☐ Disable national shipping.

Default International Shipping Fee

The default shipping fee outside your country, this can be overridden on a per product basis.

☐ Free international shipping.

☐ Charge once per product for international shipping, even if more than one is purchased.

☒ Disable international shipping.

Social

Add your own social media links! Please be aware that some fields require just your username and others require a full URL, e.g. Facebook requires you to put <https://facebook.com/username> rather than just your username.

My Dashboard

Dashboard Products Orders **Settings** Refunds View Store

Settings

Store Payment Branding Shipping **Social**

Twitter Username

Your **Twitter** username without the url.

Instagram Username

Your **Instagram** username without the url.

Facebook URL

Your **Facebook** url.

I'm On Vacation!

If you're on vacation or if you're taking a well deserved break and you'd like to let your customers know there could be a delay in their products, you can easily set a message which is displayed to your customers whenever they view your store or your products.

1. Click on 'Settings' then 'Store' and scroll to the bottom
2. Check 'Enable Vacation Mode'
3. Enter your Vacation Message. This will be displayed in a blue bar above all of your products and your store as well
4. Don't forget to 'Save Changes' once you're done.

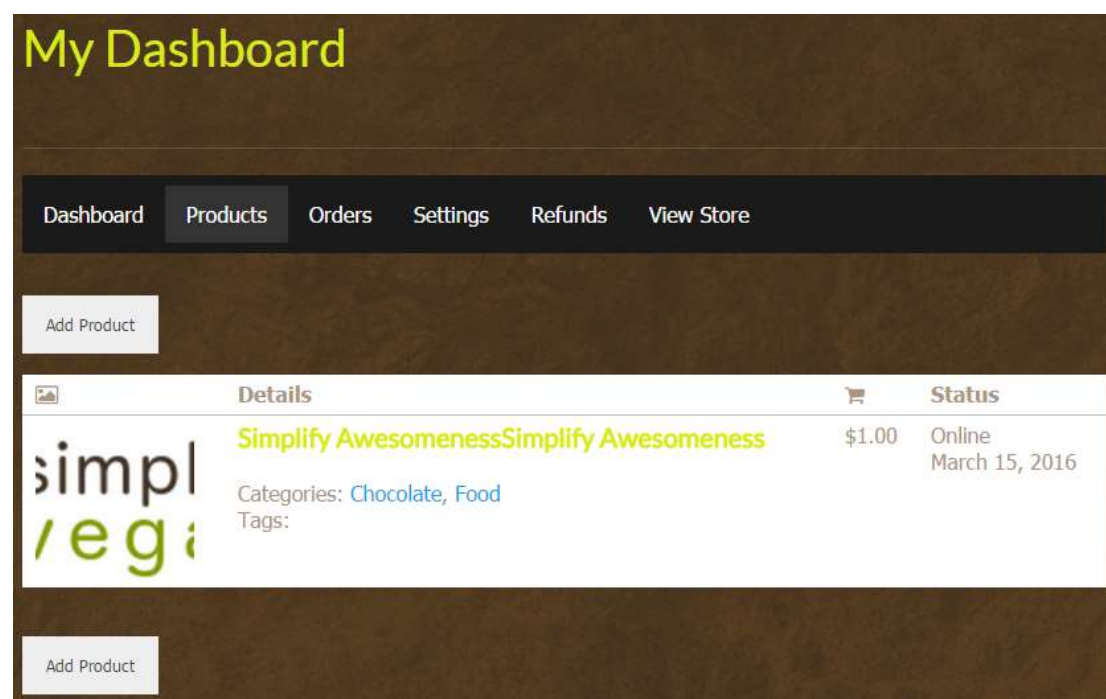
☒ **Enable Vacation Mode**

Vacation Message

Save Changes

PRODUCTS

Clicking on the 'Products' menu from your Dashboard shows you all of your products and allows you to manage them and add new ones as well.



Add a Product

1. Fill in your product information in the fields provided. The more information you write, the more the customer will know about your product before they commit to buy it.
2. Add awesome images you may have of your product. Research has shown that customers are more likely to buy and view a product if they can see a picture of it. Our website loves square images of at least 270px wide and 270px tall. You can add other sizes but the images may look a little skewed as the website converts them into these sizes to look uniform. One tip we have is that you can put your image with a white border around it to make it fit these sizes! Looks awesome, works well and is simple to do 😊
3. Don't forget to add categories. You can pick one or you can pick many – choose all of the categories from the drop down menu that your product belongs to.
4. Once you're ready to release your product to the hungry waiting customers, click 'Add Product'. If you want to just duck out for an ice blended smoothie, click on 'Save Draft' to come back to it later.

Product Variations (e.g. sizes, colours, flavours, etc.)

1. Fill in your product information in the fields provided. The more information you write, the more the customer will know about your product before they commit to buy it.
2. Under 'Product Type', select 'Variable Product'. You'll notice the fields change so you can enter the different variations.

Set featured image

Product Type

Variable product

General Inventory Shipping Linked Products Attributes Variations

SKU

SKU refers to a Stock-keeping unit, a unique identifier for each distinct product and service that can be purchased.

☐ Private Listing, hide this product from the catalog.

Add Product Save Draft

3. Under the 'Attributes' tab, use the drop down menu to select your variation then click on 'Add'

Product Type

Variable product

General Inventory Shipping Linked Products Attributes Variations

Custom product attribute Add

Custom product attribute

Flavour

Size

Expand / Close

Expand / Close

4. Check 'Used for variations' then start typing your variations under the 'Value(s)' field with each option separated by a |. For example, if you want to add sizes Small, Medium and Large, you would type Small | Medium | Large.

Product Type
Variable product

General Inventory Shipping Linked Products Attributes Variations

Custom product attribute Add

Expand / Close

Size ▾ Remove

☒ Visible on the product page

Value(s):
Small | Medium | Large

☒ Used for variations

Add Product Save Draft

Expand / Close

5. Once you've added your attributes, click on 'Add Product', 'Save Product' or 'Save Draft' to save your important changes!
6. Now you'll want to add prices, or different descriptions, etc. for each of your variations so click to Edit the Product and then select the 'Variations' tab. Then leave the options as they are and just click on 'Go'.

Product Type
Variable product

General Inventory Shipping Linked Products Attributes Variations

Add variation Go

0 items (Expand / Close)

0 items (Expand / Close)

Add Product Save Draft

7. From here, you'll be able to specify all of your variation information. For example, you can set what the default value is (i.e. what the customer will see when they first click on your product), you can set prices and pictures, and so forth.


Product Type
Variable product

[General](#) [Inventory](#) [Shipping](#) [Linked Products](#) [Attributes](#) **Variations**

Add variation 1 variation ([Expand](#) / [Close](#))

Default Form Values: No default Size...
These are the attributes that will be pre-selected on the frontend.

◆ #0 : Any Size... [Remove](#)

 **SKU:**

☒ **Enabled** ☐ **Downloadable** ☐ **Virtual** ☐ **Manage stock?**

Regular Price: (\$) **Sale Price: (\$)**
[Schedule](#)

Stock status

Weight (kg): **Dimensions (L×W×H) (cm):**

8. Once you've finished setting your variations, don't forget to save your changes by clicking on 'Save Product' or 'Save Draft' if you're not quite ready to release it live yet!

ORDERS

From this screen, you can see a list of all orders that have come in. Hovering on any of the orders with your mouse will pull up a list of options that you can use to administer your orders and notify your customers of where their order is. You can even add tracking numbers if applicable and an email will automatically be sent to your customers advising them of the change.


Dashboard	Products	Orders	Settings	Ratings	View Store
Export Orders					
Order	Customer	Products	Total	Shipped	Order Date
21	Simplify Vegan 1 Test Street Test Suburb New South Wales 2000 admin- buyer@simplifyvegan.com.au	1 x Simplify Vegan Awesomeness	\$4.99 \$4.74 \$0.00	No	March 16, 2016 Shipping Label Order Note Tracking Number Mark Shipped

COUPONS

Want to launch a promotion for a special occasion or just feeling generous? You can create coupons and hand out your own coupon codes – they are unique to your store and you can even tie them to specific customer email addresses.

1. Click on the 'Coupon' menu on your Dashboard
2. Fill out all of the fields. If you want to give your customers a percentage discount, select the Discount Type as 'Product % discount' then enter the Coupon Amount as the percentage you wish to give.
3. Don't forget to enter an Expiry Date and it's also highly recommended that you enter some Usage Restrictions and Usage Limits just in case your coupon goes viral!
4. Once you're done, don't forget to click on 'Add Coupon' to create your coupon. You can now hand these out to your eager customers!
5. We also highly suggest that if you have any doubt, simply add an item to your cart then apply the coupon yourself to ensure that it is giving the correct discount as you expected.

✓ Coupon code applied successfully.

Product	Price	Quantity	Total
 Simplify Vegan Awesomeness <small>Sold By: Simplify Vegan Store</small>	\$4.99	1	\$4.99

Coupon code Apply Coupon

Cart Totals

Subtotal	\$4.99
Coupon: ahed1234	-\$0.25 Remove
Total	\$4.74

REFUNDS

We want to get you your money as soon as a purchase happens. We know just how important it is to ensure good cash flow. Since your money is transferred to you instantly, if a customer requests a refund and you honour it, it becomes your responsibility to notify us. This allows us to update your sales figures and also to issue a refund on any commission.

1. Click on Refunds
2. Fill in all the fields. They are all required to ensure that a refund goes smoothly and effortlessly.
3. We will process a refund from our end and update your figures for you so keep an eye out on your dashboard for the changes.

My Dashboard

Dashboard Products Orders Settings **Refunds** View Store

Fill in the form below to notify administrators that you have completed a customer refund. We will then be able to mark your order as refunded therefore displaying your correct sales figures and also be able to refund any commission directly to the customer.

Your Vendor Login (required)
TestVendor

Your Email (required)
vendor@emailaddress.com

Order Number (required)

Customer email (required)

Date of Refund (required)
dd/mm/yyyy

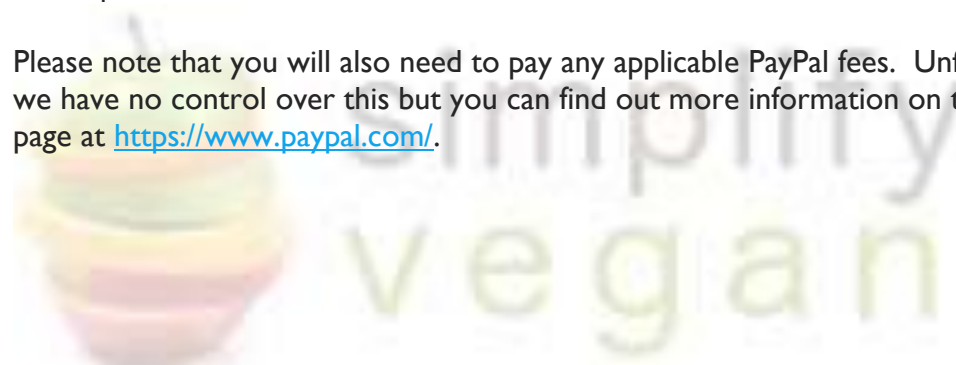
Fees

Our fee structure is extremely simple. We do not charge you to open a store, nor to list items. We do not charge a monthly upkeep fee or any fees to update existing products. We simply will charge 5% of your product price if you sell something using our website or services.

- **No** monthly or on-going fees
- **No** sign up fees
- **No** listing fees
- **No** editing fees
- **5%** of your product price charged immediately if you sell something using our website or services.
- **Shipping prices are excluded** from product price and fee structure. We trust that you will price this fairly and understand that shipping fees come straight from your pocket so we do not think it is fair to charge you any fees on the shipping price.

For example, if you sell a product that is \$10 plus \$5 shipping, we will only charge 5% of \$10 = 50c.

Please note that you will also need to pay any applicable PayPal fees. Unfortunately we have no control over this but you can find out more information on the PayPal page at <https://www.paypal.com/>.



Terms & Conditions

This section details our terms and conditions for use of the website and any of our services. Please note that Simplify Vegan reserves the right to modify and update these terms at any time. We will always attempt to contact you via email for any updates and the new version will always be available on our website at <https://simplifyvegan.com.au/market/terms-conditions>.

General Terms & Conditions

Updated 30/03/2016

Introduction

The Simplify Vegan website, simplifyveganfood.com.au and simplifyvegan.com.au ("Website"), is owned and operated by TEOH SOU PTY LTD (ABN 77 610 957 634) trading as Simplify Vegan ("Simplify Vegan", "Simplify Vegan Food", "we", "us", "our").

1. Acceptance of Terms

By clicking on "I Agree" on the account registration or payment page or using the site in anyway, you are agreeing to comply with and be bound by this Agreement and the Privacy Policy, all rules, policies and disclaimers posted on the site or about which you are notified. You also agree that you are of an age that is able to consent and that you are able to form legally binding contracts or that you have the consent of a parent or guardian.

2. Your Account

You are responsible for maintaining the confidentiality of your account and password for restricting access to your computers and other applicable devices. You agree to accept responsibility for all activities that occur under your account or password. You also agree to advise us, Simplify Vegan, whenever your details have changed and update them as required. Additionally, you are responsible to notify us, Simplify Vegan, if you believe that your account has been compromised.

3. Payment

You are responsible for paying all fees owed to Simplify Vegan and to any vendors promptly once you have proceeded through the Check Out.

4. Warranties and Limitation of Liability

You understand that Simplify Vegan does not manufacture, store or inspect any of the items sold through our Website or our Services. All products are produced and sold directly by independent vendors and while care is taken, Simplify Vegan can't and does not make any warranties about their quality, safety or legality. Any legal claims must be brought directly against the vendor. You release Simplify Vegan from any claims related to products sold through our Website or other Services. Additionally, content can be uploaded and modified directly by our Vendors and users. We make no representations concerning any content posted by any of our users. Simplify Vegan is not responsible for the accuracy, copyright compliance, legality or decency of content. You release us from all liability relating to that content.

5. Indemnification

You agree to indemnify, defend and hold harmless Simplify Vegan, its Website and any related services, its officers, directors, owners, partners, employees.

6. Disputes

You release Simplify Vegan from any claims, demands and damages arising out of disputes with other users, Vendors or parties. While we will attempt to help resolve disputes when they arise, we are under no obligation to resolve any disputes.

7. Copyright

This Website and the entire contents, including but not limited to: text, graphics, logos, button icons, images, digital downloads, are the sole and exclusive property of Simplify Vegan except those uploaded directly by our Vendors. All such content and materials are protected by domestic and

international Copyright and Trademark Laws. You agree not to modify, copy, reproduce, republish, upload, post, transmit or distribute any portion of the Website without the prior expressed written consent of Simplify Vegan.

8. Disclaimer

This Website, its services and related information is provided "as is" and "as available" basis. Simplify Vegan makes no express or implied warranties, representations or endorsements of any kind, or as to the operation of this Website or the information, content, materials or products included on this Website. You expressly agree that your use of this website is at your sole risk. To the full extent permissible by applicable law, Simplify Vegan disclaims all warranties, express or implied, including without limitation, implied warranties of merchantability and fitness for a particular purpose. Simplify Vegan does not warrant that this website, its servers, or emails sent from us are free of viruses or other harmful components. Simplify Vegan will not be liable for any damages of any kind arising from the use of this site, including, but not limited to direct, indirect, incidental, punitive and consequential damages.

9. Right to Modify Terms

Simplify Vegan reserves the right to modify any of these Terms at any time by updating the information on the website and/or by sending this information to you electronically to your current email address. It is your responsibility to ensure that you read any updates and continual use of Simplify Vegan, its website or any of its services will be regarded as agreement to the new terms. If you have any queries, please contact us directly. If you do not agree to the new terms, please do not continue to use Simplify Vegan, its website or any related services.

Vendor Terms & Conditions

In addition to the General Terms & Conditions, the following also applies if you are a Vendor

1. Shipping

Shipping fees are excluded from the item price and therefore the 5% fee is not applicable. You, the vendor, guarantee that the shipping price is fair and that you have not altered to shipping fees to avoid payment of any fees. We, Simplify Vegan, reserve the right to submit warnings or ban any vendor that is found to be violating this term.

2. Fees & Payments

A fee of 5% of the item price will be charged for any products sold via the Simplify Vegan website. There are no fees charged for listing, removing or editing a product. Shipping fees are excluded from the item price. PayPal Fees also apply and the rate is not in our, Simplify Vegan, control. More details can be found on the PayPal fees page.

3. Taxes

You, the vendor, are responsible for collecting and paying any taxes associated with using and making sales through Simplify Vegan services.

4. Intellectual Property & Copyright

You, the vendor, are responsible for assuring that you have the rights to sell your products and that they do not infringe on any intellectual property or copyright laws. We, Simplify Vegan, reserve the right to submit warnings or ban any vendor that is found not to comply with these terms.

5. Prohibited Items

As this is a niche market, there are strict terms regarding prohibited items and it is your responsibility, the vendor, to ensure that you adhere to these terms. Specifically, you agree that any product you list is vegan friendly (i.e. not derived from any animal origins). If the product is manufactured where contamination may occur, you will list this clearly on the product listing details. Additionally, the following items are strictly prohibited:

- Alcohol
- Drugs
- Animals and animal products
- Hazardous items (e.g. flammable items, explosive items, radioactive items, etc.)

- Weapons
- Illegal items
- Pornographic items

6. Refunds

You, the vendor, is responsible for organising any returns as requested by the customer. You can set your own personal terms specifically for your store in the settings but you must adhere to Australian Consumer Law. You are also responsible for notifying Simplify Vegan of any refunds that you have completed so that we are able to issue a commission refund and update your figures and orders.

7. Customer Service

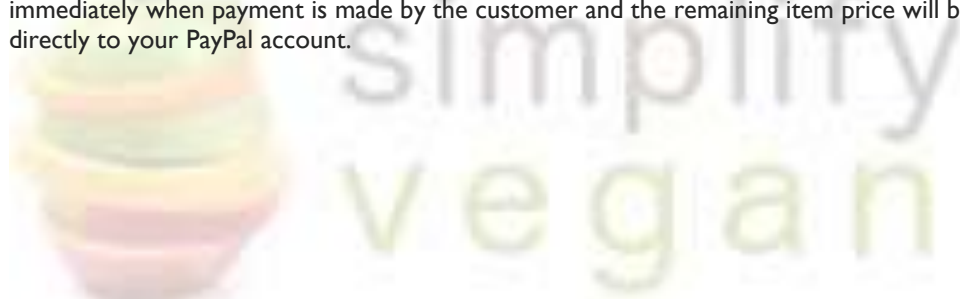
To ensure a happy and safe environment for both other vendors and customers, Simplify Vegan requires vendors to provide a certain level of customer service. As a vendor, you agree to respond to any customer enquiries within 3 business days and to refrain from any comments that may be deemed racist, discriminatory or sexist in any way. Simplify Vegan reserves the right to ban any vendor from our website and services if this is not adhered to.

8. Compliance

To continue participating as a vendor in our market, you agree to comply by these rules and regulations. Simplify Vegan reserves the right to ban vendors from our website and services if they do not comply with all rules and regulations as stipulated by our terms and conditions and privacy policy.

9. Payment

All payments are carried out using PayPal and therefore you, the vendor, are responsible for ensuring that your PayPal details are up to date and correct. The 5% fee (commission) will be deducted immediately when payment is made by the customer and the remaining item price will be transferred directly to your PayPal account.



Privacy Policy

This section details our privacy policy with regards to our website and any of our services. Please note that Simplify Vegan reserves the right to modify and update this policy at any time. We will always attempt to contact you via email for any updates and the new version will always be available on our website at <https://simplifyvegan.com.au/market/privacy-policy>.

Updated 30/03/2016

1. General

The Simplify Vegan website, simplifyveganfood.com.au and simplifyvegan.com.au ("Website"), is owned and operated by TEOH SOU PTY LTD (ABN 77 610 957 634) trading as Simplify Vegan. Simplify Vegan ("Simplify Vegan", "Simplify Vegan Food", "we", "us", "our") is committed to protecting your privacy. We will only use the information that we collect about you lawfully.

Our Website provides an online facility that displays products from various vendors ("Vendors"). We may collect information relating to your use of our Website and also regarding your purchase of products.

Please note that use of our Website by you is subject to this Privacy Policy and the Website's Terms and Conditions. By using our Website, you agree to comply with and be bound by this Privacy Policy and our Terms and Conditions. If you do not agree with any of the terms or policies, please do not use this Website or its related services.

The Privacy Policy explains what information we collect on the Website, how we use and/or share this information and how such information is maintained. We will never collect sensitive information about you without your explicit consent.

2. Collecting information

When you register with Simplify Vegan, we collect personal information about you in order to provide you and other users with high quality service. This is applicable if you are a Customer or a Vendor. The type of personal information we collect include (but are not limited to) your name, email address, postcode, activities on the website. Registration is optional but registration will allow for additional features when using our services.

Additionally, certain details such as your IP address are automatically recorded and how you use the website is also collected by our web services.

3. Mailing List

If you sign up for our mailing list, we may use your email address and name (if provided) to send you information regarding our products and/or services. You can opt out of these at any point by contacting us directly.

4. How we use your information

All personal information is retained in accordance with the Privacy 1998 and the Australian Privacy Principles.

We may use personal information to provide you with information about Simplify Vegan, to provide you with better service, to enable Vendors to fulfil your purchase order and for marketing purposes. We will not sell or pass on any personal information to any other organisations unless we are required to do so for fraud prevention and detection.

Simplify Vegan always reserves the right to disclose personal information in order to:

- (a) comply with applicable laws;
- (b) respond to Governmental enquiries (or enquiries from a legal, governmental or quasi-governmental or local authority agency or Internet protection agency of any type);

- (c) comply with valid legal process or procedure; or
- (d) protect our rights or property, this Website, and/or other users of this Website

5. Security and Retention

The personal information that we hold will be held security within our systems in accordance with our internal security policy and the law. While we take reasonable precautions to safeguard this information, we may be unable to prevent unauthorised access to such information by third parties or inadvertent disclosure of such information. You acknowledge this risk when communicating with this Website.

6. Customer Service

If you have any questions or concerns, please feel free to contact us at
<https://simplifyvegan.com.au/contact>

7. Changes to this policy

We reserve our rights to change, update and/or modify both the Privacy Policy and the Terms of Conditions at our discretion. Any changes to this Policy will be effective immediately upon posting of the revised policy on the website. We will communicate any changes either by email or on the Website. By continuing to use the Website following any changes, you will be deemed to have agreed to such changes.



Thank you again for supporting Simplify Vegan and helping to grow the vegan community.

We always appreciate all feedback and comments so if you have any queries please feel free to contact us at <https://simplifyvegan.com.au/contact>.

