

Java Lounge Terms & Conditions for Walk-in Customers

Effective Date: 18th September 2025

Welcome to Java Lounge! By ordering at our counter or using any of our services in-store, you agree to comply with the following terms and conditions ("Terms"). These Terms govern your experience as a walk-in customer at our outlets.

1. Ordering & Payment

- **Order Placement:** Walk-in customers are required to place their orders directly at the counter. Once an order is placed, it cannot be modified or canceled, except in specific circumstances.
- **Payment Methods:** Payments can be made via cash or card (Credit/Debit cards). We do not accept other forms of payment in-store.

2. Refund Policy

Refunds are considered under the following circumstances:

- Double billing or payment errors.
- Incorrect items served or mistakes in fulfilling an order.
- Refund requests must be made within 24 hours of the incident by contacting customer support at info@javalounge.lk or +9470 7810 810.

Note: Refunds for orders placed at the counter due to incorrect selection (e.g., wrong item) will be reviewed case-by-case. Refunds for app-related issues do not apply to walk-in customers.

3. Pricing & Payment

- All prices for items are listed in Sri Lankan Rupees (LKR) and are inclusive of applicable taxes.
- Payments must be made at the counter using the authorized payment methods (cash or card).

4. User Responsibility

- You are responsible for providing accurate information at the counter when placing an order. Once the order is placed, any errors in selection are your responsibility.
- Any misuse of the in-store ordering system may result in denial of service.

5. Limitation of Liability

- Java Lounge is not liable for any indirect, incidental, or consequential damages arising from your use of in-store services.

6. Privacy & Data Security

- Java Lounge does not collect personal information from walk-in customers, except as required for payment processing.
- We do not store payment card information.

7. Modifications to Terms

- Java Lounge reserves the right to update or modify these Terms at any time without prior notice. Continued use of in-store services after any changes signifies your acceptance of the updated Terms.

8. Governing Law

- These Terms are governed by and construed in accordance with the laws of Sri Lanka.

9. Contact Information

For any questions or concerns regarding these Terms, please contact us at:

- **Email:** info@javalounge.lk
- **Phone:** +9470 7810 810
- **Website:** www.javalounge.lk