



Elephant Please Elephant+ Subscription Terms and Conditions

Elephant Please’s Elephant+ Subscription Terms and Conditions set forth below (“terms”) govern you while on this platform and are legally binding on you. If you do not agree with any of the listed terms, do not access or otherwise use this website or any information contained on this platform. Your use of the website shall be deemed to be your agreement to each of the terms set forth below. It is important that you read and understand these Terms of Use before using the platform and the Elephant+ Subscription.

Updated December 12, 2022

Please take a moment to familiarise yourself with our terms and conditions, accessible via the headings below and contact us if you have questions. These terms and conditions apply to you if you subscribe to have an Elephant+ account. These do not replace the Terms of Use for your Elephant Please account, which will continue to apply except to the extent these terms and conditions vary them.

What Is an Elephant+ Subscription

Elephant+ is a subscription programme that allows you to receive exclusive deals and benefits on a monthly basis up to the limit stipulated by the plan you subscribe to, and for orders made via Elephant Please subject to the Terms and Conditions (“Elephant+ T&Cs”) below.

Eligibility

You can sign up for Elephant+ via Elephant Please if you are 18 years of age or older and a holder of a valid and accepted payment method. This payment method needs to be saved on your account. You may add more than one (1) payment method and save it to your account. Elephant+ is currently only eligible to personal users and is not available to corporate users.

Signing Up

Elephant+ is available to all users to sign up. Please visit the “Elephant+” page to sign up. You will have to input your payment method details in order to subscribe to the plans. We currently only provide subscription only through debit/credit card purchases, and will be adding other payment solutions soon.

Subscription period

Your Elephant+ subscription period is based on the plan period selected during signup and will automatically renew at the end of plan period unless cancelled or terminated in accordance with these terms and conditions. You can sign up at any time during the month, e.g. if you sign up for a monthly plan on the 5th July, your subscription will renew on the 5th of August of that year, and so on. If you sign up for a 3 month plan on 5th of July, your subscription will renew on the 5th of October.

Subscription fees

The subscription fee to be paid will be shown to you at the time of subscription for all available plans. Your periodic instalments will be charged to the credit or debit card you have selected at the time of sign up for Elephant+ and at the end of the period of the plan for renewal. If any payment due fails, your subscription will be cancelled and you will need to subscribe again in order to receive benefits. We reserve the right to adjust the subscription fee on Elephant+ at any time. Any price adjustment to your Elephant+ subscription will be communicated to you with reasonable notice in advance through posting on our platform, e-mail or any other way of communication we deem appropriate, whereby price adjustments will take effect on the next renewal cycle, if not communicated otherwise. From time to time, we may offer an introductory plan of our Elephant+ subscription at discounted pricing. You shall be required to pay the full Elephant+ subscription fee at the end of the introductory plan period. If you do not want to automatically pay the full Elephant+ subscription fee, you must cancel your subscription. You can cancel the introductory plan subscription at any time before its expiry by logging into your customer account.

Subscription benefits

Currently, you will receive the following benefit as part of your subscription plan.

Platform Service Fee Waiver: Waiving of the 5% platform service fee for your fixed number of orders placed in the month, which are automatically applied at checkout once conditions are met.

We will continue to provide additional benefits to Elephant+ users. Please stayed tuned.

We reserve the right to change the subscription benefits on Elephant+ at any time. Any benefit changes to your Elephant+subscription will be communicated to you with reasonable notice in advance through posting on our App, e-mail or any other way of communication we deem appropriate, whereby benefit changes will take effect on the next renewal, if not communicated otherwise.

Application of benefits

The application of benefits shall be as follows for orders made via Elephant Please's website:

Platform Service Fee Waiver: The waiver is applicable to all order, unless otherwise specified.

Cancellation

You can cancel your subscription at any time, however the cancellation will be effective only at the next renewal date as per the plan duration. In order to cancel your subscription, you need to go to your customer account under "My subscription" and click or tap on "I would like to unsubscribe". Once you cancel your subscription, you will continue to be able to use your benefits until the end of your next renewal date.

We will not make prorated reimbursements for subscriptions cancelled prior to the end of your current subscription period.

We have the right to terminate or suspend your subscription at any time in our sole discretion if we consider your use of the subscription to be unacceptable, or in the event of any breach by you of the Elephant+ T&C, we may, but shall be under no obligation to, provide you a warning prior to termination of your use of the subscription.

Fair use behaviour

If we become aware or strongly believe that you are in violation of the Elephant+ T&Cs, e.g. for cases where we believe that you are sharing your account with others, in order to allow them to make use of your Elephant+ subscription, we may in our sole discretion immediately terminate your Elephant+ subscription.

Amendment

We reserve the right to amend any part or the whole Elephant+ T&Cs at any time at our sole discretion.

We shall notify you about changes to the Elephant+ T&C in text form (e.g. by e-mail) at least four weeks before the changes will come into force. The notification of change will contain a reference to your possibility to object and the relevant objection period, as well as the meaning or consequences of omitting an objection.

If you do not cancel your subscription to Elephant+ following the notification of change, you shall be deemed to have accepted the amended T&C. In the event of objection in due time, both parties have the right to terminate the contractual relationship.

In addition to the above terms, the Terms and Conditions for the use of the website and our Privacy Policy apply.

Applicable Law

These terms and conditions shall be governed by and construed in accordance with the laws of Hong Kong, Special Administrative Region of the People's Republic of China.

In addition to the above terms and conditions, the Terms of Use of Elephant Please and all our other terms and policies apply.