

STARHUB'S SERVICE SPECIFIC TERMS & CONDITIONS ENTERPRISE ONLINE STORE

These are StarHub's Service Specific Terms & Conditions for customers who access our enterprise online store and subscribe for any Services therein (the "**Enterprise Online Store**").

1. Applicability

1.1 **The Terms & Conditions:** In addition to these Service Specific Terms & Conditions, your use of the Services subscribed via our Enterprise Online Store is governed by:

- (i) the relevant Service Specific Terms & Conditions for the subscribed Services;
- (ii) our Business General Terms & Conditions;
- (iii) the provisions of Access and Use of our Website and our Online Services; and
- (iv) our Personal Data Protection Policy.

1.2 **Capitalized terms:** Unless the context otherwise requires, capitalized terms not defined in these Service Specific Terms & Conditions have the meanings ascribed to them in our Business General Terms & Conditions.

1.3 **Agreement:** By placing an order for the Services, you agree to be bound by these Service Specific Terms & Conditions. Our Agreement with you for the Services shall comprise the provisions mentioned in paragraph 1.1 and any other term agreed between you and us in writing. We reserve the right to amend the said provisions at our absolute discretion and without any prior notice.

2. Application and eligibility

2.1 **Details:** You hereby consent to our use of your details to, where necessary, contact and assist you in subscribing to our Services.

2.2 **Documents:** Please provide us with your relevant documents (such as your latest Accounting and Corporate Regulatory Authority of Singapore ("**ACRA**") business profile and the NRIC of your authorized officer) when you apply for any of our Services.

2.3 **Accuracy:** You confirm that the information stated in your application is true, accurate, current and complete in all aspects, and you are duly authorized by your organization to submit the application.

2.4 **Changes:** Please be aware that the Service plans that we provide to you on the Enterprise Online Store are accurate at the time of printing and may be subject to changes.

2.5 **Approval:** Your application will be subject to our credit check and approval. We reserve the right to reject your application and shall have not any liability to you for such rejection.

3. Charges and Promotions

3.1 **GST:** All Charges stated are inclusive of GST. Charges will be adjusted according to the prevailing GST rates.

- 3.2 **Additional discounts:** The total Charges indicated upon checking out your cart are indicative only and are subject to your eligibility for additional discounts (if any).
- 3.3 **Premiums:** All premiums (i.e. free gifts and accessories) which may be offered by us through other channels shall not apply to any purchases made via our Enterprise Online Store, unless we indicate otherwise.
4. **Delivery**
- 4.1 **Delivery and rescheduling of delivery:** We will deliver the goods to the place of delivery designated by you and agreed to by us. Our delivery service will be available for Singapore (main island) only. You may make up to 2 requests to reschedule your delivery at a Charge of \$13.08 per request (or such other rate as prescribed by us). If the delivery cannot be completed by the third delivery date for any reason, we will not make any further attempt to deliver your order or refund your order.
- 4.2 **Bad weather and traffic conditions:** To help ensure that our riders are safe during delivery, we may change the delivery time without any liability to you due to bad weather and/or traffic conditions.
- 4.3 **Delivery Charges:** Unless we inform you otherwise in writing, you must pay for all delivery Charges.
- 4.4 **Delivery in instalments:** We may deliver the goods by instalments in any sequence in our absolute discretion. Where the goods are delivered in instalments, your contract for sale of the goods will not be affected by our failure or default in delivering any instalments of the goods.
- 4.5 **Third-party delivery contractors:** We may use a third-party delivery contractor to deliver your goods. Such delivery will be subject to our agreement with the delivery contractor.
- 4.6 **Delivery times:** Any delivery time quoted by us are only an estimate. We do not guarantee or warrant that the goods will be delivered with the quoted delivery time. We will not be liable for any delay in delivery of any goods or Services, howsoever caused.
- 4.7 **Receiving your goods:** You must ensure that your authorized officer is present in person at the time of delivery to receive the goods. Your officer shall produce a printout of the order email confirmation and his original NRIC/FIN and sign the relevant delivery order. New customers will additionally have to produce a copy of its latest ACRA business profile. If any of these conditions are not met, the delivery will be aborted.

5. Risk of Loss

The risk of loss for all goods purchased from the Enterprise Online Store will pass to you upon delivery of the goods to your authorized officer.