

Order&PickUp

GENERAL TERMS & CONDITIONS ("GT&C")

1. The organizer of Order&PickUp (KFC Collect) service is the company AmRest s.r.o., with the registered office at Walterovo náměstí 329/3, 158 00 Prague 5, ID No. 26476215, registered in the Commercial Register administered by the Municipal Court in Prague, file no. C 84710.
2. The coordinator is the company 3e Kolczyński, Liżewski, Gędziorowski, Rostocki Spółka Jawna., registered office: ul. Podbipięty 51, 02-732 Warsaw, TIN No. 521-33-43-778, registered with the Commercial Court in Warsaw XX reg. no. NCR No. 0000235015. The Coordinator is responsible for the technical solution Order&PickUp (KFC Collect).
3. Order&PickUp is a service allowing customers to order KFC products without any assistance of the restaurant staff, through KFC mobile application and/or the website www.kfc.cz. KFC mob application is available in AppStore and Google Play store under the name KFC CZ.
4. The customer self-orders KFC products through KFC mobile application and/or the website www.kfc.cz., the payment is possible only through the payment gate PayU operated by the company PayU SA, with the registered office at ul. Grunwaldzka 182, 60-166 Poznan. No other payment methods are available for Order&PickUp service.
5. It is only possible to order products through the Order&PickUp service that are currently displayed in the Order&PickUp offer, for the prices stated in such offer.
6. When creating their order, the customer selects whether the ordered products are to be consumed directly in the restaurant or taken away, specifying the time when the order is to be prepared to be collected. The order will then be prepared according to the customer's choice.
7. The order is completed upon payment. After the payment is made, a tax document is sent to the customer, containing all the information required by the law. A confirmation of payment and number of the order under which the order is to be collected by the customer in the restaurant will be sent to the customer's e-mail address provided by the customer when placing the order. The order cannot be placed through the Order&PickUp service without providing an e-mail address for sending the tax document and other relevant information (see above). The customer will only receive a printout of the tax document in the restaurant upon request. The order number, together with the current status of the order preparation, is displayed on the light panel above the counter. After the payment is made, the order cannot be altered or cancelled.
8. The list of allergens contained in each of the products can be found in a separate tab entitled "Regulations and list of allergens" on the website www.kfc.cz and in the KFC mobile application.
9. After making payment for their order, the customer receives an SMS confirmation of the order acceptance. Subsequently, the customer shall receive an SMS information that the order is prepared to be collected.
10. Should the customer fail to collect their order within 10 minutes after the selected time at the latest, the order shall be automatically discarded (due to hygienic standards and in line with applicable legal regulations). The amount paid cannot be refunded.
11. In the event of any difficulties with the creation of the order (impossibility to order any products, impossibility to specify the number or items, etc.) or with the payment or in the event of any technical issues relating to the Order&PickUp service, please contact the customer service via the contact form available at <https://kfc.cz/en/regulations>.
12. The organizer reserves the right to amend or modify these GT&C at any time.
13. These GT&C are effective as of 25th January 2023.