



General Terms & Conditions

eight eShop

1. Introduction

These are the terms and conditions governing all orders and purchases for devices and accessories and items placed through the eight eShop (these “Terms” or “eight eShop Terms”) and are binding between you and eight Telecom Pte. Ltd. (UEN: 202434562N) (“eight Telecom”, “we”, “our”, “us”). The eight App and Website Terms & Conditions and Privacy Policy (<https://www.eight.com.sg/privacy-policy/>), are hereby incorporated into these Terms as if fully set forth herein. The most recent version of these Terms will always be available on the eight eShop (<https://shop.eight.com.sg>). If there’s ever an inconsistency between these Terms and the eight App and Website Terms & Conditions and Privacy Policy, these Terms will prevail in respect of the orders placed on the eight eShop.

A. Eligibility

By placing an order through the eight eShop, you warrant that:

1. You are at least 18 years old;
2. You are purchasing the products and/or services for your personal use; and
3. Any information you provide to us is complete and accurate.

B. Placing Orders / Stock Availability

1. Your order is an offer to purchase. We strive to keep our stock availability accurate and our processes smooth. If we need to cancel an order – for example, due to unexpected stock unavailability, payment issues, or system errors, we will notify you via email and ensure a refund is processed to your original payment method within 7 days.

C. Prices, Promotions and Payment

1. Prices are listed in Singapore dollars and include 9% Goods and Services Tax (GST), which may be adjusted based on prevailing rates. Payments are



processed through our secure, authorised payment partners. We may occasionally need to verify payment details to keep your account safe.

2. We may update our prices from time to time, but you will always see the most current price at checkout.
3. We may offer promotional pricing, discount codes, or special offers ("Promotions") from time to time. To enjoy a Promotion, you must correctly apply any required promotional code at checkout before completing your order. Promotions cannot be applied retroactively to completed orders.
4. All Promotions are subject to availability, are not guaranteed, and may be modified or withdrawn by us at any time without prior notice. It is your responsibility to verify that the final discount has been correctly applied on the checkout page before making payment.

D. Delivery

1. Your purchases are delivered through our preferred delivery partner. These deliveries are governed by the specific terms and conditions established between eight Telecom and our delivery service provider.
2. Our delivery partner delivers to addresses across Singapore, except for:
 - a. Airline Road
 - b. Airport Cargo Road
 - c. Alps Avenue
 - d. Brani Terminal Avenue
 - e. Changi Airport (restricted areas)
 - f. Riffle Range Road
 - g. Seletar Airport
 - h. Turf Club Avenue
 - i. West Camp Road
 - j. All offshore islands excluding Sentosa
 - k. All army bases
3. Delivery dates and timings are estimates provided to help you plan. No guarantee or warranty is made by us or our delivery contractor that an order will be delivered at the quoted delivery times. We will not be liable for any delay in delivery of any products, howsoever caused. Our delivery partner will reach out to you via SMS on the mobile number you provided to confirm the delivery timing after the order is processed.



4. When receiving your purchases from us, you must be present in person with the delivery code or any other documentation specified in your order confirmation email to receive the goods. If any of the above is not met, the delivery will be aborted.
5. All deliveries require a signed Proof of Delivery (POD), and our delivery partner may choose to abort the delivery if POD is not given.
6. Delivery rescheduling is subject to acceptance by us and our delivery partner. Any rescheduling requests are not confirmed unless expressly agreed upon by our delivery partner.
7. If delivery cannot be completed (e.g., incorrect address or no one is available to receive it), our delivery partner will contact you directly via the mobile number you provided to arrange for a delivery reattempt. Notwithstanding the foregoing, it is your responsibility to make the necessary arrangements directly with our delivery partner for any re-delivery. You may be charged a fee of S\$18.00 for each delivery reattempt. If the delivery cannot be completed by the third delivery reattempt, there shall be no further attempts by us to deliver your order. There will also be no refund for your order if we are unable to complete the delivery by the third delivery reattempt, or if we are unable to contact you to arrange the re-delivery.
8. To help ensure that our riders are safe during delivery, delivery times may be affected due to bad weather and/or traffic conditions. We reserve the right to reject any order and shall have no liability to you under such circumstances.

E. Risk and title

1. Risk of loss, damage or destruction to any product ordered through the eight eShop shall pass to you upon successful delivery of the product to the address specified in the order.
2. Title and ownership of the product will not pass to you and will remain with eight Telecom until eight Telecom has received full payment in cleared funds for the device, including any applicable taxes, delivery charges and other associated charges.



F. Returns and Defective Goods

1. Except as required under Singapore law or expressly stated in these Terms, all products purchased from the eight eShop are non-exchangeable and non-refundable. Returns or exchanges for 'change of mind' are not permitted.
2. In the event that a product is found to be defective, damaged or significantly non-conforming upon delivery, you must notify us within seven (7) calendar days of receipt of the product. Subject to verification, we will provide a remedy in accordance with the Consumer Protection (Fair Trading) Act 2003.

G. Product Warranty

1. All devices are covered exclusively by the manufacturer's warranty. Users should refer to the manufacturer for specific warranty terms and support.

H. Limitation of Liability

1. To the fullest extent permitted by law, eight Telecom and each of our related entities exclude all liability for indirect, incidental, special, or consequential damages, including but not limited to loss of data, revenue, or business opportunities, arising out of or in connection with the use or inability to use the products purchased from the eight eShop.

I. Typographical Errors

1. eight Telecom reserves the right to rectify any errors or omissions relating to pricing, product descriptions, or inventory availability displayed on the eight eShop.

J. Account Security

1. Users of the eight eShop are strictly responsible for maintaining the confidentiality of their account credentials and for all activities conducted through their registered account.

K. Prohibited Activities

1. The use of automated scripts, data scraping, or any mechanisms intended to interfere with checkout functionality or platform security is strictly prohibited.



L. Modification of Services

1. Eight Telecom reserves the right to modify, suspend, or discontinue any aspect of the eight eShop, including product offerings or promotions, at its sole discretion and without prior notice.

M. Other Legal Matters

1. Intellectual Property
 - a. All intellectual property rights remain the exclusive property of eight Telecom or its licensors.
2. Variations
 - a. Eight Telecom reserves the right to amend these Terms at its discretion. Publication of revised terms on our website shall constitute effective notice.
3. Severability and Waiver
 - a. Our failure to exercise or enforce any right or provision under these Terms does not constitute a waiver of such right or provision. Any waiver of any right or provision will only be effective if it is communicated by us in writing.
 - b. If any provision in these Terms is deemed invalid, illegal or unenforceable to any extent, the relevant provision will be deemed modified to the extent of such invalidity, illegality or unenforceability, and the remaining provisions of these Terms shall continue in full force and effect.
4. Third Party Rights
 - a. No third party shall have the right to enforce these Terms under the Contracts (Rights of Third Parties) Act 2001.
5. Governing Law
 - a. These Terms shall be governed by and construed in accordance with the laws of Singapore.
 - b. Any disputes arising hereunder shall be subject to the exclusive jurisdiction of the courts of Singapore.