Shipping, Returns and Cancellation Policy

INSTICK Israel Website | Operated by NOVA FOOD LTD

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> This English translation is provided for convenience only. The binding version of this document is the Hebrew version published on the Site, and in the event of any inconsistency the Hebrew version shall prevail.

1. General

1.1. This policy applies to purchases made on the website instick.co.il (the "Site"), operated by NOVA FOOD LTD, Company No. 517357323, of 26 Eliyahu Eitan St., Rishon LeZion 7570328, Israel (the "Company"), and forms an integral part of the Site's Terms of Use.

1.2. This policy is subject to the provisions of the Israeli Consumer Protection Law, 5741-1981 (the "Consumer Protection Law"), and the regulations enacted under it. In the event of any inconsistency between this policy and a non-waivable provision of law, the provision of law shall prevail.

1.3. The Company is the seller of the Products and the party to the contract with the customer, and bears full responsibility towards the customer for the timely delivery of orders, for the quality of the Products and for the service provided, in accordance with applicable law. The payment and clearing services provider is not a party to the sale transaction and bears no responsibility whatsoever for the Products, their delivery or the service.

2. Delivery Areas

2.1. The Company delivers within the territory of the State of Israel only.

2.2. Delivery to remote localities or localities with restricted access may take longer or be made to a nearby pickup point. In such a case, the Company will contact the customer to coordinate.

3. Delivery Options, Costs and Times

3.1. The order will be delivered to the customer within 1 to 3 business days from the date the payment is approved. The available delivery options and their cost are presented at checkout, according to the address provided, and may be updated from time to time.

3.2. Delivery times are counted in business days, Sunday through Thursday, and do not include Fridays, Saturdays, holiday eves, holidays and official days of rest.

3.3. The count of delivery days begins on the date the transaction is approved by the credit card company or the payment provider.

3.4. Delays caused by factors beyond the Company's control, including disruptions at the courier

company, extreme weather conditions, security situations or force majeure, shall not be considered a breach by the Company. The Company will make efforts to inform the customer and minimize the delay, without derogating from the customer's rights under law.

4. Receiving and Inspecting the Delivery

4.1. The delivery will be handed over at the address provided at the time of the order. If the customer requested that the package be left by the door or at another location without personal delivery, leaving it will be at the customer's responsibility.

4.2. It is recommended to inspect the contents of the delivery immediately upon receipt. In any case of defect, shortage or non-conformity with the order, please contact customer service promptly, as described in Section 7 below.

5. Cancelling an Order Before It Is Shipped

5.1. An order that has not yet been shipped may be cancelled by contacting customer service. If the order is cancelled before shipping, the full amount paid will be refunded.

6. Cancellation and Returns

6.1. Under the Consumer Protection Law, a consumer may cancel a distance-selling transaction within 14 days of receiving the product or of receiving the disclosure document, whichever is later. However, the statutory right of cancellation does not apply to perishable goods, including food products.

6.2. Beyond the requirements of the law, and as a gesture of goodwill, the Company allows the return of products whose original packaging is closed and sealed, which have not been opened or used, and which are in a proper condition allowing resale, within 14 days of receiving the delivery.

6.3. For food safety and hygiene reasons, products whose packaging has been opened or damaged after delivery cannot be returned.

6.4. In the case of a cancellation not resulting from a defect or non-conformity, the Company may charge a cancellation fee of up to 5% of the transaction price or 100 New Israeli Shekels, whichever is lower, and the cost of returning the product to the Company shall be borne by the customer.

6.5. A person with a disability, a senior citizen or a new immigrant, as defined in the Consumer Protection Law, may cancel a distance-selling transaction within four months of the date of the transaction, of receiving the product or of receiving the disclosure document, whichever is later, provided that the engagement included a conversation with a Company representative, including electronic communication. The Company may request presentation of an appropriate certificate as a condition for cancellation under this section.

6.6. A refund for a cancellation will be made within 14 days of receiving the cancellation notice, where possible to the same means of payment used for the transaction, less a cancellation fee as permitted by law, and, if the product has already been delivered, subject to its return to the Company in accordance with this policy.

7. Defective Products and Non-Conformity

7.1. If you received a defective product, an expired product or a product that does not match your

order, please contact customer service promptly, stating the order number and a description of the defect, preferably with a photo.

7.2. In such a case, the Company will arrange the collection or return of the product at its own expense, and will offer the customer, at the customer's choice, a replacement product or a full refund, without any cancellation fee, in accordance with the law.

8. Ways to Deliver a Cancellation Notice

8.1. A cancellation notice may be delivered to the Company in any of the following ways:

- by phone: +972-58-486-6694;
- by email: Novafoodinfo@gmail.com;
- by registered mail: NOVA FOOD LTD, 26 Eliyahu Eitan St., Rishon LeZion 7570328, Israel;
- via the dedicated cancellation link on the Site.

8.2. The cancellation notice should state your full name, the order number and an additional identifying detail as needed, to allow prompt handling of the request.

9. Contact

9.1. For questions regarding shipping, returns and cancellations, you may contact customer service using the following details:

Company Details

NOVA FOOD LTD, Company No. 517357323

26 Eliyahu Eitan St., Rishon LeZion 7570328, Israel

Phone: +972-58-486-6694

Email: Novafoodinfo@gmail.com

Website: instick.co.il