Terms of Use

INSTICK Israel Website | Operated by NOVA FOOD LTD

Last updated: October 21, 2026 | Version 2.1

> 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. The website instick.co.il (the "Site") is operated by NOVA FOOD LTD, Company No. 517357323, of 26 Eliyahu Eitan St., Rishon LeZion 7570328, Israel (the "Company"). The Site serves as an online store for the purchase of INSTICK brand products in Israel, including instant drink powders in single-serving sticks (the "Products").

1.2. Any use of the Site, including browsing, registering or placing an order, constitutes acceptance of these Terms and of the additional policies published on the Site: the Privacy Policy, the Cookie Policy, the Shipping, Returns and Cancellation Policy and the Accessibility Statement, all of which form an integral part of these Terms. If you do not agree to these Terms, in whole or in part, please refrain from using the Site.

1.3. These Terms apply equally to all users, regardless of gender.

1.4. The Site is available in three languages: Hebrew, English and Russian. The Hebrew version of these Terms and of the other legal documents on the Site is the binding version; the translations are provided for convenience only.

1.5. The Company may update these Terms from time to time, subject to applicable law. The updated version will be published on the Site and will apply from the date of its publication. The date of the last update appears at the top of this document.

1.6. The Company is the seller of the Products offered on the Site and the party to the contract with the customer. The Company bears full responsibility towards the customer for the Products and their quality, for the timely delivery of orders, for customer service and for the operation of the Site, all in accordance with applicable law. The payment and clearing services provider through which payments on the Site are processed is not a party to the sale transaction and bears no responsibility whatsoever for the Products, their delivery, the service or the operation of the Site.

2. Use of the Site and Eligibility

2.1. Purchases on the Site may be made by any person aged 18 or over who has the legal capacity to enter into a binding agreement and holds a valid means of payment. A minor under the age of 18 may make a purchase only with the approval of a parent or legal guardian.

2.2. The user undertakes to provide correct, accurate and complete details when placing an order, and to update them as needed. Providing incorrect details may prevent the completion or timely delivery of the order.

2.3. The Site may not be used for any unlawful purpose or in a manner that harms its operation, including uploading offensive content, violating the privacy of others, attempting to breach

systems, operating automated data collection tools, or any action that disrupts the service.

2.4. The Company may block access to the Site or cancel an order, at its reasonable discretion, in the event of a breach of these Terms, provision of false details or misuse of the Site, without derogating from any other remedy available to it by law.

3. Products, Prices and Stock

3.1. The Site offers food products of the INSTICK brand, including powders for the preparation of beverages in a variety of flavors. The description of each Product, its ingredients and its nutritional values are presented on the relevant Product page, based on the information provided by the manufacturer.

3.2. The images on the Site are for illustration purposes only, and there may be differences between them and the Product actually supplied, including in packaging design.

3.3. Prices on the Site are stated in New Israeli Shekels and include VAT as required by law, unless stated otherwise. Prices do not include delivery fees, which are presented separately at checkout.

3.4. The Company may update prices, promotions and the range of Products at any time. The binding price is the price displayed on the Site at the time the order is completed.

3.5. Products are offered while stocks last. If, after an order has been placed, it turns out that a Product is out of stock, the Company will contact the customer and offer an alternative Product, or the item will be cancelled and the amount paid for it will be refunded in full.

3.6. In the event of a material and obvious clerical error in the description or price of a Product, the error shall not bind the Company, and the Company may cancel an order placed on the basis of the error, with a full refund of any amount paid.

4. Placing and Confirming an Order

4.1. To place an order, select the requested Products, provide identification details, a delivery address and payment details, and confirm the order.

4.2. After the order is placed, a confirmation of its receipt will be sent to the customer by email. This confirmation does not constitute a commitment to supply. The order will be deemed approved only after confirmation is received from the credit card company or the payment service provider, and subject to the availability of the Products in stock.

4.3. The records of the Company's computer systems regarding actions performed on the Site shall constitute prima facie evidence of their correctness.

5. Payment

5.1. Payment on the Site is made using the payment methods presented at checkout, including credit

cards and additional digital payment methods, as may be offered.

5.2. Payments are processed by secure external payment providers operating in accordance with accepted information security standards. Full credit card details are not stored in the Company's systems.

5.3. If the transaction is not approved by the credit card company or the payment provider, the customer will receive an appropriate notice, and the order will not be supplied until payment is settled.

6. Delivery and Shipping

6.1. The Company delivers the Products within the territory of the State of Israel only, through courier companies or other delivery methods presented on the Site.

6.2. The order will be delivered to the customer within 1 to 3 business days from the date the payment is approved by the credit card company or the payment services provider. Delivery options and their cost are presented at checkout according to the address provided. Business days are Sunday through Thursday and do not include Fridays, Saturdays, holiday eves and holidays.

6.3. Detailed provisions regarding shipping, returns and cancellation are set out in the Shipping, Returns and Cancellation Policy published on the Site.

7. Cancellation and Returns

7.1. Cancellation of a transaction made on the Site is subject to the provisions of the Israeli Consumer Protection Law, 5741-1981, and the regulations enacted under it.

7.2. The main rules, including cancellation periods, cancellation fees, the exceptions applying to food products and the ways to deliver a cancellation notice, are detailed in the Shipping, Returns and Cancellation Policy, which forms an integral part of these Terms.

7.3. Nothing in these Terms derogates from any non-waivable right granted to consumers under applicable law.

8. Food Products, Ingredients and Allergens

8.1. The Products sold on the Site are packaged food products. Before use, please review the list of ingredients, the allergen labeling and the preparation instructions appearing on the Product packaging. In the event of any inconsistency between the information on the Site and the labeling on the packaging, the labeling on the packaging shall prevail.

8.2. Some of the Products, including products from the energy range, contain caffeine. These products are not recommended for children, pregnant or nursing women, or persons sensitive to caffeine, and should be consumed in accordance with the instructions on the packaging.

8.3. Products should be stored in accordance with the manufacturer's instructions, and attention should be paid to the expiry date printed on the packaging.

8.4. The Company is responsible for the Products in accordance with applicable law, including the Consumer Protection Law, 5741-1981, and the Defective Products Liability Law, 5740-1980.

9. Intellectual Property

9.1. All intellectual property rights in the Site and its contents, including the INSTICK trademarks, the logo, the design, the texts, the images, the media files and the software code, belong to the Company or to third parties that have granted it a license, and are protected under the laws of the State of Israel and international treaties.

9.2. The contents of the Site may not be copied, reproduced, distributed, published, translated or used for any commercial purpose, in whole or in part, without the Company's prior written consent.

10. Privacy

10.1. The Company respects the privacy of its users and acts in accordance with the Israeli Protection of Privacy Law, 5741-1981, and the regulations enacted under it. Detailed information about the collection of personal data, its use, its disclosure to third parties and the rights available to users appears in the Privacy Policy and the Cookie Policy published on the Site.

11. Limitation of Liability

11.1. The Company makes reasonable efforts to keep the Site running properly, continuously and securely, but does not warrant that the operation of the Site will be uninterrupted or free of malfunctions, errors or unauthorized access.

11.2. Use of the Site is at the user's responsibility. The Company shall not be liable for any indirect or consequential damage caused by the use of the Site or by reliance on content appearing on it, all subject to provisions of law that cannot be contracted out of.

11.3. The Site may contain links to third-party websites. The Company is not responsible for their content, availability or privacy practices, and their use is at the user's sole responsibility.

12. Indemnification

12.1. The user shall indemnify the Company for any damage, loss or expense caused to it as a result of the user's breach of these Terms or unlawful use of the Site, all subject to applicable law.

13. Governing Law and Jurisdiction

13.1. These Terms and the use of the Site are governed solely by the laws of the State of Israel. The competent courts in Israel shall have jurisdiction over any matter relating to these Terms or to the use of the Site.

14. Contact

14.1. For any question, request or inquiry regarding the Site, the Products or these Terms, you may contact the Company's customer service using the details below, and the Company will respond within

a reasonable time.

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