

Terms of use

1. General

The website www.pizzafan.gr is the property of FANATICS PIZZA LIMITED LIABILITY COMPANY FOR THE PROVISION OF SERVICES AND EXPLOITATION OF RESTAURANTS.

The users – members of the website www.pizzafan.gr have access to the presentation of our products and services for the purpose of placing orders and promotion thereof.

The user – member is responsible for the access at the services of the www.pizzafan.gr website. The common user is not obliged to fill in the document and the fields in the registration form provided for the members of the www.pizzafan.gr website, in order to navigate the site and see its content. Nevertheless, in order for the user to enjoy the capabilities provided to the users-members, such as the possibility to order on–line, to participate in competitions, to access newsletters, to be informed about and receive promotional material in relation to our products and services, the user must be registered with the services of the www.pizzafan.gr website.

For your safety, we note that we keep, in accordance with the law, a record of your personal data of nonsensitive nature, such as e.g. name and surname, full address with PC, communication particulars (tel. numbers, e-mail), etc. In case of an order to be delivered at a workplace, we register additional data, such as e.g. the company's name, tax identification number, profession, competent Tax Office, full address with PC, communication particulars (tel. numbers, FAX) etc.

Law 2472/1997, as amended pursuant to Law 3471/2006, provides that, in order to keep a record, which contains personal data, the subject's explicit consent is required. For that reason, if you do not agree with the registration of your above personal data for the purposes mentioned in this website, you are asked to refrain from using it and to limit yourself in using it as a common user. In any case, further use from your part of this present website for the submission of an online order or in order to participate in competitions, lotteries or other events, equals to an explicit consent from your part to register your above data at the record kept and to an explicit and unconditional acceptance from your part of the terms of use and of the content of this present website.

We warrant that we do not automatically extract the data of common users and visitors of our website. Make sure that you agree with the below terms and conditions, because further use of the application as well as the completion of your order is equal to an explicit and unconditional acceptance from your part.

2. Explicit and special consent of the user of our site under the terms below:

- We maintain the right to unilaterally amend or renew the terms hereof. Potential changes in our policy in relation to the protection of your personal data, in accordance with the law or the terms of use, will be mentioned on our site.

You are requested to watch these changes during and before you use our site's applications in any way.

- The provision of services information that are provided on the website are accurate, subject to potential technical or type errors which cannot be predicted or which have arisen unintentionally or due to the application's operation shutdown or due to force majeure.

- In no case are we in the position to warrant that the website will operate without interruptions and errors.

- We bear no liability vis-à-vis customers/users for damages that may arise in case of interruption of access to the application which is due to technical reasons or due to problems and difficulties, that may affect or prohibit or suspend its operation and the submission or execution of online orders.

- We reserve our rights in relation to the delivery times of orders in case of force majeure.
- The photos of the products are indicative and do not accurately represent the finished product.
- In case of unavailability or lack of some products, you are going to be reached by a representative of the PIZZA FAN Stores Network, in order to amend your order. You may not change or cancel your order online. You shall communicate with the competent cancellations-changes department using the tel. nos. 210 811 20 00 and 18 111.
- The online prices are final prices including VAT after all discounts have been deducted and do not apply to telephone orders. On all online prices get an additional 5% credit for your next order, which is credited the next business day, excluding offers & take away orders.

3. Intellectual property rights

The images, logos, graphics, photos, texts etc. constitute our intellectual property and are 3 protected pursuant to the relevant provisions of Greek law and international conventions.

Some of the products or services that are mentioned on the electronic pages of this present website and bear the trademarks of the respective collaborating companies or bodies, constitute their own intellectual and industrial property and, therefore, these bodies bear the relevant liability.

Any copying, analog / digital recording and mechanical reproduction, download, processing, resale, work creation or misleading the public about the beneficial owner and the provider of the content of the website is prohibited.

4. Safety

Since we respect the secrecy of your personal data, we have taken measures in order to safeguard and protect them.

- The servers, in which the transactions particulars and your personal data are stored, are kept at secure facilities.
- The application is subject to safety measures, in relation to both the transfer of data, and the protection from loss, bad use or corruption thereof.
- Only authorized persons from our part have access to your transaction information, by using confidential codes and only when this is necessary, e.g. for processing your orders or other requests of yours.
- Confidentiality of your transactions is considered self-understood.
- The particulars of your personal data and transactions are not revealed to third parties, unless we are specially authorized by you, or this is imposed by law provisions, by a court order or by a decision of another public authority.
- According to the personal data protection rules (GDPR), Pizza Fan cannot process or delete your card data as it has no access to it. Your data remains stored in the bank's secure system.

5. Personal Data Protection

When filling in the relevant form and also when submitting it so that the order in relation to the chosen products is concluded, your personal data are required (e.g. name & surname, full address with PC, communication particulars (tel. numbers, e-mail) etc. You provide these data to us voluntarily during your registration, which is made by you after having knowledge of and after having unconditionally accepted the context of this present website and the terms of use thereof and under your explicit consent that you allow these data to be processed in the future, in accordance with Law 2472/1997 as amended pursuant to Law 3471/2006, whenever there is need upon our discretion and until you notify us that you explicit revoke your above consent.

6. Terms of ordering through www.pizzafan.gr

For orders submitted through our website, the following apply: The right to submit an order is attributed to the users of the site who reside in areas served by our stores, unless they chose receipt from the store. No confirmation by the competent department of the Call Center is required.

When you send your order, the following message appears: "Your order has been successfully submitted. You will receive a confirmation email soon". As soon as you receive the confirmation email, your order is already being processed.

- If your total amount exceeds 30€, besides your confirmation e-mail, you will receive a confirmation call as well, at the phone number you stated during your registration.
- In case of potential lack of products, you are going to be informed at the stage of your order's completion.
- No change or cancellation is accepted online after sending the order. You will have to communicate with the competent cancellations-changes department using the tel. nos. 210 811 20 00 and 18 111.
- You can pay by using vouchers (Ticket Restaurant, Hellenic Voucher and Up Hellas/ Cheque Dejeuner), if you have informed us about this on your phone order or on your online order by writing in the additional comments field that you prefer this form of payment.
- Our offers may vary depending on the promotion activities that we apply from time to time.
- We offer service from 12:00 p.m. until 00:30 a.m.. The timetable may change per store. For more details you can contact our call center at 18111.
- Scheduled orders are executed within stores working hours with timely pre-order. For large quantities of products, you must pre-order at least 1 day in advance.
- An invoice may be issued by selecting the field "Invoice".