



## Chef's Shop Social Media Community Guidelines

Chef's Shop welcomes diverse conversations and respects all viewpoints. We reserve the right to moderate discussions on our digital platforms to maintain a respectful and inclusive space. Our product selection reflects a broad market offering and is not an endorsement of any specific dietary, cultural, or advocacy group. While we strive to accommodate a wide range of customer needs, we recognise that individual preferences may vary. By engaging with our platforms, you acknowledge and respect these principles. The Chef's Shop is not liable for any personal interpretations or disputes arising from our product selections, advertising, or communications.

### Community Guidelines

Welcome to the Chef's Shop online community. We're here to share fresh ideas, delicious inspiration, and in-store promotions. To keep this space safe and welcoming for everyone, we ask that you follow these guidelines:

#### 1. Availability

We're online and available to respond to queries from 8:30am to 5:30pm, Monday to Friday. If you message us outside these hours, we'll respond as soon as possible.

#### 2. Respectful Engagement

**We encourage friendly, respectful conversation. Please avoid:**

- Hate speech or discrimination
- Personal attacks, harassment, or threats
- Profanity or offensive content
- False or misleading information
- Spam, irrelevant links, or promotional content unrelated to Chef's Shop

Comments that violate these standards may be removed and repeat offenders may be blocked without warning.

#### 3. Privacy and Safety

Please do not share personal information publicly. If you need help with a specific issue, send us a private message so we can assist you securely.

#### 4. Promotions and Content

We share in-store promotions and product highlights on our social media and website banners. These are not available for online purchase, so please visit us in-store to take advantage of any deals.

#### 5. Legal and Ethical Conduct

**We do not allow:**

- Legal discussions or advice
- Content that violates copyright or intellectual property laws
- Misuse of staff images or likenesses

By engaging with our social media pages, you agree to follow the platform's community standards and our store's values.