

# Terms of Service

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## Welcome

Welcome to Foodie, a food delivery platform owned and operated by Veg Affair ("Company", "we", "us", or "our"). These Terms of Service ("Terms") govern your access to and use of the Foodie mobile application, website, and services (collectively, the "Platform").

By registering, accessing, or using Foodie, you ("User", "Customer", or "you") agree to these Terms. If you do not agree, please do not use the Platform.

## 1. Eligibility

You must be at least 18 years old to use the Platform. By using Foodie, you represent that you meet this requirement and that all information you provide during registration is accurate and complete.

## 2. Account Registration

To place orders or access certain features, you must create an account. You agree to:

- Provide true, accurate, and complete information
- Keep your login credentials secure and confidential
- Notify us immediately of any unauthorized access to your account

You are responsible for all activity on your account.

## 3. Use of the Platform

You may use Foodie to:

- Browse restaurants and food vendors
- Place orders for food and beverages
- Pay securely through integrated payment gateways
- Track delivery status

You agree not to:

- Use the Platform for illegal or unauthorized purposes
- Disrupt or interfere with the security or functionality of the Platform
- Reproduce or exploit any part of the Platform without express written permission

## 4. Orders and Delivery

- All food orders are subject to acceptance by the respective restaurant.
- Estimated delivery times are only estimates and not guarantees.
- In case of late delivery or issues with the food, contact our support. We'll make reasonable efforts to resolve your concerns.
- Before giving OTP to the Delivery Partner, you are requested to verify the items ( no. Of items and appearing quantity). No claim regarding no of items, missing items shall be entertained once OTP has been received on the platform
- COMPLAINTS if any regarding quality of food or wrong item delivered which require opening / tasting of packaging should be placed within 15 minutes of delivery (receipt of OTP on platform).

## 5. Payments and Refunds

- All prices are displayed in INR and applicable taxes are extra, unless stated otherwise.
- We accept payments through debit/credit cards, UPI, wallets.
- Refunds (if applicable) will be processed based on our Refund Policy.

## 6. User Content

You may submit reviews, ratings, or feedback. By doing so, you grant Veg Affair a non-exclusive, royalty-free, and worldwide license to use, modify, and display your content in connection with the Platform.

We reserve the right to remove any content that violates these Terms or is inappropriate.

## 7. Third-Party Services

The Platform may display links to third-party sites or integrate services like maps or payment processors. Veg Affair is not responsible for these third-party services.

## 8. Termination

We may suspend or terminate your access to Foodie if you:

- Violate these Terms
- Engage in fraudulent or abusive behavior
- Cause harm to other users, restaurants, or delivery partners

You may also close your account at any time through the app settings.

## **9. Disclaimer and Limitation of Liability**

Foodie is provided on an "as-is" and "as-available" basis. We do not guarantee:

- That the Platform will be error-free or uninterrupted
- The quality, safety, or legality of food provided by restaurants

In no event shall Veg Affair be liable for indirect, incidental, or consequential damages arising from your use of Foodie.

## **10. Indemnification**

You agree to indemnify and hold Veg Affair, its directors, partners, employees, and affiliates harmless from any claims, damages, or losses resulting from your use of the Platform or violation of these Terms.

## **11. Changes to Terms**

We reserve the right to modify these Terms at any time. We will notify you via email or through the app. Continued use of Foodie after changes means you accept the updated Terms.

## **12. Governing Law**

These Terms shall be governed by and construed in accordance with the laws of [India or relevant jurisdiction]. All disputes will be subject to the exclusive jurisdiction of the courts of [City, State].

## **13. Contact Us**

For any questions or support:

Email: [admin@foodievegaffair.com](mailto:admin@foodievegaffair.com)

Phone: 7869317455

Address:

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13/1 Race Course Road,  
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