

Uber Eats Terms of Service

1 Introduction

These Terms of Service govern your use of the Uber Eats platform and services. By accessing or using the Uber Eats app or website, you agree to comply with these terms, which are designed to create a safe and efficient environment for all users. It is important to read these terms carefully as they outline your rights and responsibilities when using our services.

2 Eligibility

To use Uber Eats, you must be at least 18 years old or have the consent of a parent or guardian. By using the service, you represent that you meet these eligibility requirements. If you are using the service on behalf of an organization, you represent that you have the authority to bind that organization to these terms. If you do not meet the eligibility criteria, you may not use the service.

3 Account Creation

Users are required to create an account to place orders. During the account creation process, you must provide accurate and complete information, including your name, email address, phone number, and any other details required. You are responsible for maintaining the confidentiality of your account information, including your password. You agree to notify Uber Eats immediately of any unauthorized use of your account or any other breach of security. Uber Eats will not be liable for any loss or damage arising from your failure to comply with this obligation.

4 Ordering and Delivery

When placing an order, you agree to provide accurate delivery information and payment details. All orders are subject to acceptance by the restaurant and availability of items. Once your order is placed, you will receive a confirmation notification. Uber Eats reserves the right to refuse or cancel any order for any reason, including but not limited to the unavailability of the restaurant, pricing errors, or suspected fraudulent activity. If your order is canceled after your

payment has been processed, Uber Eats will issue a refund to your original payment method.

5 Payment

Users must provide a valid payment method, which may include credit cards, debit cards, and other payment services accepted by Uber Eats. You authorize Uber Eats to charge the payment method you provide for the total amount of your order, including any applicable taxes, delivery fees, and gratuities. By submitting your payment information, you confirm that you are authorized to use the payment method. If payment cannot be processed, your order will not be completed, and you may be required to provide an alternate payment method.

6 Cancellations and Refunds

You may cancel an order before it is accepted by the restaurant. Once accepted, cancellation may not be possible, and charges may apply. If you wish to cancel an order, you must do so promptly through the app. Refunds are issued at the discretion of Uber Eats and may take several business days to process. For certain situations, such as when food is delivered incorrectly or not at all, you may be eligible for a refund. It is your responsibility to review and understand the refund policies outlined in the app.

7 User Conduct

You agree to use the Uber Eats platform in accordance with applicable laws and regulations. This includes complying with local laws regarding the purchase of food and beverages. Any misuse of the service, including fraudulent activity, harassment of delivery personnel, or any actions that undermine the integrity of the service, will result in immediate account termination. You are also responsible for your interactions with delivery partners and other users of the service, and you agree to treat all individuals with respect.

8 Limitation of Liability

Uber Eats is not liable for any indirect, incidental, or consequential damages arising from your use of the service. This includes, but is not limited to, loss of profits, data, or other intangible losses resulting from: (1) your use or inability to use the service; (2) any conduct or content of any third party on the service; (3) any content obtained from the service; and (4) unauthorized access, use, or alteration of your transmissions or content. The liability of Uber Eats for any claims shall be limited to the maximum extent permitted by law.

9 Changes to Terms

Uber Eats reserves the right to modify these Terms of Service at any time. Changes will be communicated to you via the app or website. It is your responsibility to review these terms periodically for any updates. Your continued use of the service after changes are posted constitutes your acceptance of the updated terms. If you do not agree to the changes, you should stop using the service.

10 Governing Law

These terms are governed by the laws of the jurisdiction in which you reside. Any disputes arising from these terms shall be resolved in the competent courts of that jurisdiction. You agree that any legal action or proceeding arising under these terms will be brought exclusively in the courts located in your jurisdiction, and you consent to the jurisdiction of such courts.

11 Conclusion

By using the Uber Eats service, you acknowledge that you have read, understood, and agree to be bound by these Terms of Service. If you have any questions or concerns regarding these terms, please contact Uber Eats customer service for clarification.