

Terms and Conditions for Mess Aggregator Platform

Welcome to our Mess Aggregator Platform(**Healthy Mealz**)! Before using our services, please read these Terms and Conditions carefully. By accessing or using our platform, you agree to abide by these terms. If you do not agree with any part of these terms, you may not access the platform.

1. Definitions:

- "Platform" refers to the digital platform operated by **Healthy Mealz**, which connects customers, mess owners, and delivery boys for ordering and delivering tiffins.
- "Customer" refers to an individual or entity using the platform to order tiffins from mess owners.
- "Mess Owner" refers to an individual or entity operating a mess and offering tiffin services through the platform.
- "Delivery Boy" refers to an individual contracted by the platform to deliver tiffins from mess owners to customers.

2. Registration:

- Customers, mess owners, and delivery boys must register an account on the platform to use its services.
- Users must provide accurate and up-to-date information during the registration process.
- Users are responsible for maintaining the confidentiality of their account credentials and for all activities that occur under their account.

3. Ordering and Delivery:

- Customers can place orders for tiffins from mess owners on a monthly basis through the platform.
- Mess owners are responsible for preparing and packaging tiffins according to the customer's order.
- Delivery boys are responsible for picking up tiffins from mess owners and delivering them to customers within the specified time frame.
- Customers must provide accurate delivery information and be available to receive their orders during the designated delivery window.

4. Payments:

- Customers will be charged a monthly subscription fee for ordering tiffins through the platform. The subscription fee may vary depending on the chosen meal plan and any additional services.
- Mess owners will receive payment for tiffin orders, minus any applicable platform fees, on a regular basis.
- Payment terms for delivery services between mess owners and delivery boys should be mutually agreed upon outside the platform. The platform is not responsible for facilitating or managing these payments.
- Any disputes regarding payment between mess owners and delivery boys should be resolved directly between the parties involved. The platform will not intervene in such matters.

5. Quality and Safety:

- Mess owners are responsible for maintaining high standards of food safety and hygiene when preparing tiffins.
- Delivery boys must handle tiffins with care during transportation to ensure they arrive in good condition.
- Customers should inspect their tiffins upon delivery and report any issues or concerns to the platform immediately.

6. Dispute Resolution:

- In the event of any disputes between users, the platform will act as a mediator to resolve the issue fairly and impartially.
- Users agree to cooperate with the platform in the resolution of disputes and accept its decisions as final.

7. Termination of Service:

- The platform reserves the right to suspend or terminate the accounts of users who violate these terms or engage in any fraudulent or unlawful activities.
- Users may terminate their accounts at any time by contacting customer support.

8. Modifications to Terms:

- The platform reserves the right to modify these terms at any time without prior notice. Continued use of the platform after any such changes constitutes acceptance of the modified terms.

9. Refund Policy for Unused Tokens:

- Customers may return unused tokens to the platform and receive an 80% refund of the tokens' actual cost.
- Refund requests for unused tokens must be made within the month of purchased subscription period.
- Tokens must be returned in unused condition to be eligible for a refund.
- Upon receiving a refund request, the platform will verify if the user is eligible for refund and process the refund if eligible.
- The refund amount will be calculated as 80% of the actual cost of the returned tokens, minus any applicable transaction fees.
- Once the refund is processed, the refunded amount will be credited to the customer's account balance or the original payment method, as per the platform's discretion.
- The platform reserves the right to deny refund requests for tokens that do not meet these criteria or are deemed fraudulent or abusive.