

Bite Buddie – Terms & Conditions

Effective Date: 01/08/2025

Welcome to Bite Buddie! Before you start ordering, we want you to know how things work behind the scenes. These Terms & Conditions ("Terms") govern your access and use of the Bite Buddie mobile application (the "App"), developed and operated by Bite Buddie Technologies Pvt. Ltd. ("we", "our", or "us"). By installing or using the App, you agree to follow these terms. If you don't agree, please uninstall the app.

1. Who Can Use Bite Buddie

Bite Buddie is built for everyone — students, professionals, families, or anyone who loves great food delivered fast. You must be **at least 18 years old** or have consent from a legal guardian to place orders.

2. What We Do

We connect users to local food vendors, cloud kitchens, and restaurant partners to place online food delivery orders. We do **not cook or prepare the food ourselves**. We only facilitate the order, payment, and delivery experience.

3. Pricing & Payments

- All prices are listed in INR (₹) and include applicable taxes unless stated otherwise.
- Delivery charges are calculated based on distance and shown during checkout.
- We accept multiple payment options: UPI, cards, wallets, and COD (where available).
- Bite Buddie reserves the right to offer discounts, promo codes, or dynamic pricing.

4. Delivery & Fulfilment

- Deliveries are fulfilled via our third-party logistics partners or direct vendors.
- We aim for timely deliveries, but delays may happen due to traffic, weather, or operational issues.
- In case of a failed delivery due to customer unavailability, the amount may not be refunded.

5. Refunds & Cancellations

- Orders once placed cannot be cancelled after kitchen confirmation.
- Refunds (if approved) will be processed within 7 business days.
- Partial refunds may be issued if there's an item missing or delivery failure that's verified.

6. Offers, Referrals & Coins

- All offers, coupons, referral codes, and Bite Coins are time-bound and subject to change.
- Misuse or abuse of offers may result in account suspension or cancellation of benefits.
- Offers cannot be combined unless explicitly allowed.

7. Ratings & Reviews

- We encourage honest feedback, but abusive, defamatory, or fake reviews may be flagged and removed.
- Repeated misuse can result in account restrictions.

8. User Conduct

By using Bite Buddie, you agree not to:

- Misuse the app to create fake orders or abuse referral offers
- Disrupt or interfere with our systems or partners
- Harass customer support or delivery staff

Violations can lead to account suspension or legal action in severe cases.

9. Data Privacy

We care about your privacy. We only collect the data needed to run the app smoothly — like your location (for deliveries), order history, and payment method. We **do not sell your data** to anyone. See our **Privacy Policy** for full details.

10. Changes to These Terms

We may update these Terms from time to time. Significant changes will be notified via the app. Continuing to use Bite Buddie after changes means you accept the updated Terms.

11. Contact Us

For questions, complaints, or support:

Email: bitebuddie24@gmail.com

Contact No: 9483738973

Hyderabad, Telangana, India

Thanks for trusting Bite Buddie. We're just getting started.

Happy eating!