# General Terms

**to**

**Fast Food Delivery service with the Client**

These General Terms shall apply to all relations between F.F.D. and the User related to the use of the Fast Food Platform (as defined below) as well as certain aspects of Sales Agreements and Delivery Agreements concluded through the Fast Food Platform (as defined below). By signing up in the Food Platform, the User agrees to the application and content of these General Terms and is informed about the processing of his/her personal data disclosed during registration and use of the Food Platform on the conditions set out in these General Terms. You also agree that your data (incl. Balance) may be shared between different F.F.D. platforms (e.g. with ride-hailing platform).

## DEFINITIONS

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| **Balance** | means the User’s account balance on Fast Food Platform and/or ride-hailing platform operated by F.F.D.. |
| **F.F.D.** | means Fast Food Delivery Ltd, registry code XXXXXX,  Address: Business Park Sofia 1, bl10, 1000, Sofia, Bulgaria  , e-mail address [[bulgaria-food@F.F.D..eu](mailto:bulgaria-food@F.F.D..eu).](mailto:malta-food@bolt.eu) |
| **Fast Food Platform** | means the delivery platform operated by F.F.D. as the information society service which functions as the Marketplace that (i) enables Partners to market Goods with delivery option and enter into Sales Agreements for the sale of Goods to Clients, (ii) enables the Users to place Orders of Goods with the Partner, enter into Sales Agreements as Clients and arrange the delivery of the Goods by the Courier and (iii) enables the Courier to offer delivery services to the Clients for the delivery of the Goods and enter into Delivery Agreements with Clients. |
| **Client** | means any User of the Fast Food Platform that has placed an Order and enters into a Sales Agreement with the Partner and a Delivery Agreement with the Courier. |
| **Courier** | means any natural person, sole entrepreneur or legal entity and where relevant, its employees and/or contractors, who have been registered in the Fast Food Platform as a provider of the delivery service to Clients with respect to Goods ordered through the Fast Food Platform. |
| **Courier Fee** | means the fee for the delivery services related to an Order, that the Client pays to the Courier under the Delivery Agreement. The Courier Fee is calculated in accordance with the principles set out in Section 6. |

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| **Delivery Agreement** | means the agreement between the Client and the Courier for the delivery of the Goods ordered by the Client concluded through the Fast Food Platform. |
| **Drop-Off Location** | means the address indicated in the Order, where the Client wishes to receive the ordered Goods. |
| **General Terms** | means these terms and conditions applicable to the relationship between F.F.D. and the Client in relation to the use of the Fast Food Platform by the Client. |
| **Marketplace** | means the virtual marketplace created through the Fast Food Platform and operated by F.F.D. that enables the participating Partners to market their Goods to Users so that the Users can order the Goods and enter into the Sales Agreement with the Partner as Clients for purchasing the Goods and utilise the on-demand delivery services offered at the Marketplace by the Couriers. |
| **Goods** | means any goods that the Partner offers for sale through the Fast Food Platform. |
| **Goods Price** | means the net price (together with applicable value added, sales or other taxes where applicable) that the Client has to pay to the Partner for the ordered Goods. |
| **Minimum Order Value** | means the amount determined by the Fast Food Platform which indicates the minimum Goods Price for which an Order can be placed through the Fast Food Platform. |
| **Small Order Fee** | means the fee payable by Client to Courier in accordance with Section  3.3 in order to compensate the difference between the Minimum Order Value and the Goods Price of a particular Order. |
| **Order** | means the order of Goods that the Client has placed with the Partner. |
| **Order Price** | means the price that the User has to pay for the purchase(d) Goods and delivery of the Order. |
| **Partner** | means the operator of any restaurant or store that F.F.D. has concluded an agreement with and where relevant, each and every establishment through which the operator conducts its business. |

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| **Sales Agreement** | means the agreement between the Client and the Partner for the sale of Goods in accordance with the Order. |
| **User** | means any person that has registered a user account on the Fast Food Platform and uses the services of the Fast Food Platform through that user account. |

1. **LEGAL FRAMEWORK**
   1. The Fast Food Platform enables the Client to order Goods from Partners and arrange the delivery of the Orders to the Drop-Off Location.
   2. For the sale of Goods through the Fast Food Platform a Sales Agreement is concluded directly between the Client and the Partner. For the delivery of the Order, the Client enters into a Delivery Agreement directly with the Courier. The Sales Agreement and the Delivery Agreement are deemed to be concluded from the moment that the Order is confirmed on the Fast Food Platform.
   3. By operating the Fast Food Platform and the Marketplace, F.F.D. acts only as a provider of the information society service and is neither a party to the Sales Agreement or the Delivery Agreement. F.F.D. is not the manufacturer or seller of the Goods or provider of the delivery services and is not liable in any way for the performance of the Sales Agreement or the Delivery Agreement.
   4. By operating the Fast Food Platform, F.F.D. acts as the agent for the Partners in relation to mediation of Sales Agreements between the Partners and the Clients. F.F.D. also acts as the agent for the Couriers in relation to mediation of Delivery Agreements between the Couriers and the Clients. As the agent F.F.D. has been authorised by each Partner and each Courier to receive payments from the Clients on behalf of the respective principal and allocate the received funds between the Partners and the Couriers.

## ORDERING GOODS THROUGH FAST FOOD PLATFORM

* 1. The Client can select and order Goods through the Fast Food Platform. In the event that the Partner cannot provide the Goods as requested in the Order, the Partner will not confirm the Order in the Fast Food Platform. The Partner may contact the Client in order to agree on changes to the Order, so that the initial Goods Price would remain the same. If no agreement is reached or if the Client would have to pay more or less for the replacement Goods than the ordered Goods, the Order will be cancelled and the Client will not be charged for the Order or (where applicable) the Order Price will be returned to the Client in full.
  2. The Client has a right to receive Goods which comply with their description set out in the Fast Food Platform and any specific requirements (if agreed upon). In case the Goods contain food and in case of doubt regarding any allergies that the Client may have to any such Goods, the Client is to contact the Partner for further information.
  3. If the Minimum Order Value applies and the Goods Price related to an Order is below that Minimum Order Value the Client can place an Order and it will be confirmed by the Fast Food Platform on the condition that the Client compensates the difference between the Minimum Order Value and the Goods Price for that Order in the form of the Small Order Fee payable to the Courier.
  4. During the creation of a User account enabling access to the Fast Food Platform, the User’s mobile number is linked to the respective F.F.D. User account and added to F.F.D.’s database. If the User is no longer using the mobile number, he/she must notify F.F.D. within 7 days so that the User’s account data could be anonymized. If the User does not notify F.F.D. about any change to his/her number, the mobile operator might pass the same mobile number to a next person and when using the Fast Food Platform, this new person can see the User’s data.
  5. The Client must comply with applicable laws, including the requirements applicable upon purchase of alcohol, tobacco, energy drinks or any other products requiring age verification. In case the Client wants to order products requiring age verification, he/she must confirm and/or prove his/her age as part of the ordering process. Further, the Courier delivering the Order may refuse to hand over the products requiring age verification, if the Client does not present a valid photo identification proving that he/she is old enough to legally purchase the products.

## ORDERING DELIVERY THROUGH FAST FOOD PLATFORM

* 1. Upon placement of the Order the Client has to arrange the delivery service by the Courier through the Fast Food Platform in order to procure delivery of the Goods to the requested Drop-Off Location (i.e. there is no self-pick up option). The Client will enter into the Delivery Agreement with the Courier through the Fast Food Platform.
  2. The Courier will deliver the Order to the Drop-Off Location indicated by the Client through the Fast Food Platform. The Client and the Courier may agree on a different Drop-Off Location, provided that the new address is close to the original Drop-Off Location (not more than a few blocks away).
  3. The Client must be present at the Drop-Off Location at least at the estimated time of delivery of the Order indicated on the Fast Food Platform. The Client must be available to receive calls at the phone number submitted through the Fast Food Platform from the moment of submitting the Order on the Fast Food Platform until receiving the Order from the Courier.
  4. F.F.D., on behalf of the Courier, may cancel the delivery and charge the Client or reduce the Client’s Balance for the full price of the Order in the following cases:
     1. the Client is not available at the Drop-Off Location within 10 minutes of the arrival of the Courier thereto;
     2. the phone number provided by the Client cannot be reached by the Courier within 10 minutes; or
     3. the Client and the Courier fail to agree on a new Drop-Off Location according to Section 4.2 above.
  5. Any delivery time or other time estimate communicated to the Client by the Courier or F.F.D. through the Fast Food Platform are only estimated times. There is no guarantee that the Goods will be delivered at the estimated time. Delivery times of the Orders may also be affected by factors such as traffic jams, rush hours and weather conditions.

## COMPLAINTS

* 1. If the Client has any complaints regarding the ordered Goods or the delivery of the Order, the Client is encouraged to inform F.F.D. thereof through the Fast Food Platform as soon as possible, but no later than within one month of the delivery of the specific Order. F.F.D. may request a photograph of the Goods or other evidence or explanation of the circumstances related to the complaint.
  2. Although F.F.D. is neither the manufacturer or seller of Goods, nor provider of the delivery services and is not responsible for respective goods or services, F.F.D. will try to facilitate an amicable solution and may provide a refund or Balance in respect of the affected Goods or the delivery, if F.F.D. has reasonable cause to believe that the complaint is justified.
  3. The Client may also submit complaints to the Partner or the Courier directly.

## PAYMENTS AND INVOICING

* 1. The Client has to pay the Goods Price to the Partner in the amount indicated on the Fast Food Platform. Goods Prices in the Fast Food Platform may differ from the Goods Prices in the Partner’s establishment. The Goods Prices on the Fast Food Platform may be changed from time to time before making an Order.
  2. The Client has to pay the Courier Fee to the Courier in the amount calculated by the Fast Food Platform. The Courier Fee will be calculated taking into account the time of delivery, length of delivery route, means of delivery and other criteria. The applicable Courier Fee will be indicated to the Client prior to confirmation of the Order. The details of calculation of the Courier Fee may be adjusted from time to time by the Fast Food Platform taking into account the market situation, supply and availability of the Couriers on the Marketplace, and other factors relating to the service.
  3. F.F.D. has the right to establish a Minimum Order Value in accordance with Section 3.3. In such case the Client will reimburse the difference of the Order Price and the Minimum Order Value to the Courier in the form of Small Order Fee.
  4. F.F.D., acting as an agent of the Partner and the Courier, shall prepare and issue to the Client informational receipts for the Goods Price on behalf of the Partner and the Courier Fee and (where applicable) the Small Order Fee on behalf of the Courier, and accept the Client’s payment for the cash register’s receipts on behalf of the Partner and the Courier. F.F.D. is authorized to collect the Goods Price, the Courier Fee and (where applicable) the

Small Order Fee from the Client on behalf of the Partner and the Courier respectively and distribute the sums accordingly to the respective principal.

* 1. All payments are processed from Client’s payment card or other payment methods activated by the Client on the Fast Food Platform, except for cash payments. Payments are processed through a third-party payment processor. Upon confirming the Order the Client authorises the payment with its payment card or using other eligible payment method in the amount of the Order Price, and the respective amount will be reserved on the payment card or through other means of payment. The payment related to the Order will be performed and charged from the Client’s payment card or using other payment methods within 72h from confirmation of the Order.
  2. The payment obligations of the Client arising from the Sales Agreement and the Delivery Agreement are deemed to be fulfilled respectively towards the Partner and the Courier when payment has been performed to F.F.D. and charged from the Client’s credit card or, as the case may be, when the Client has paid the Order Price in full to the Courier in cash upon the delivery of the Order. If the Order Price cannot be reserved on the Client’s credit card, the Order will not be forwarded to the Partner, except for cash payments.
  3. F.F.D. may facilitate an option to the Client that allows the Client to pay for the Order in cash to the Courier. In such a case, the Client shall pay the Order Price to the Courier in cash upon delivery of the Order to the requested Drop-Off Location. F.F.D. may, at its own discretion, limit cash payments for a specific Client.
  4. In case of cash payment, the Courier shall insert the sum of cash received from the Client to the Fast Food Platform. In case the sum does not correspond to the payment obligations of the Client arising from the Sales Agreement and the Delivery Agreement, then the Balance shall automatically:
     1. decrease by the amount paid less for the Order or by the full Order Price (e.g. in case the Client is not present at the Drop-Off Location, as per Section 4.4, the Client refuses to pay, etc);
     2. increase by the amount paid more for the Order.
  5. The Balance shall apply automatically upon placement of an Order. The Balance cannot be exchanged for cash.
  6. F.F.D., at its sole discretion, can make promotional offers and discounts regarding the Goods Price or the Courier Fee.

## CANCELLATION AND SUSPENSION OF USE

* 1. The Client may not withdraw from or cancel an Order.
  2. F.F.D. is entitled to remove a Client from the Fast Food Platform with immediate effect and/or refuse or cancel any Orders, if the Client causes any abuse or harm to the Fast Food Platform, if F.F.D. has reasonable belief of fraudulent acts by the Client when using the Fast Food Platform, or if the Client otherwise fails to comply with his/her obligations

under these General Terms (e.g. by not being present at the Drop-Off Location on several occasions, as per Section 4.4).

* 1. The Client may not use the Fast Food Platform for money laundering purposes. If the Client violates this Section 7.3, F.F.D. may permanently suspend the Client from using the Fast Food Platform.

## LICENCING, INTELLECTUAL PROPERTY RIGHTS AND DATA PROCESSING

* 1. By registering on the Fast Food Platform, F.F.D. grants the User a revocable, non-exclusive, non-transferable, non-sublicensable license to use the Fast Food Platform for the purpose of ordering Goods and arranging the delivery of the Orders.
  2. All intellectual property rights regarding the software, documentation or information used or developed by or on behalf of F.F.D. during the provision of the information society services under these General Terms (incl. the Fast Food Platform and any material uploaded therein) belong to F.F.D. (or, sometimes, to a limited extent, the Partner). The User shall not copy, modify, adapt, reverse-engineer, decompile or otherwise discover the source code of the Fast Food Platform or any other software used by F.F.D. or extract or use any data on the Fast Food Platform for commercial purposes or any other purpose than ordering Goods. The User shall use the Fast Food Platform solely for his/her personal, non-commercial purposes.
  3. The principles for processing the Users’ and Clients’ personal data is set out in the Privacy Policy available on the Fast Food Platform.
  4. F.F.D. is not providing any warranties, guarantees or representations regarding the quality of the Fast Food Platform, including regarding the absence of apparent or hidden defects, fitness for ordinary or particular (special) purpose, and F.F.D. is not required to satisfy the User’s claims regarding the quality of the Fast Food Platform.

## LIABILITY

* 1. The Partner is solely liable for any defects in the quality and quantity of the ordered Goods or other shortcomings in the performance of the Sales Agreement and F.F.D. does not assume any liability thereof (including liability for any allergic reactions to food or any other health issues).
  2. The Couriers are solely responsible for the performance of the Delivery Agreement and F.F.D. does not assume any liability thereof.
  3. If a User suspects that his/her credit card associated with their Fast Food Platform has been stolen and/or is being fraudulently used by a third party, the User has to inform F.F.D. thereof immediately. Until receiving such notification, F.F.D. will not be liable for any fraudulent use of the User’s credit card by third parties on the User’s account.
  4. The Fast Food Platform is provided to the User strictly on an "as is" basis. F.F.D. will not be liable for any interruptions, connection errors, unavailability of, or faults in the Fast Food Platform.

## MISCELLANEOUS

* 1. The Client has a statutory right to withdraw from the Sales Agreement in accordance with and in respect of Goods listed in Directive 2011/83/EU within 14 days of the order date without giving any reasons. If the Client wants to withdraw from such Goods, the Client may either (i) use the model withdrawal form provided in Schedule 1 or (ii) make any other unequivocal statement setting out the decision to withdraw from such Goods by contacting F.F.D..
  2. F.F.D. reserves the right to make changes to the General Terms at any time, by uploading the revised General Terms onto the Fast Food Platform and notifying all Users thereof through the email address provided by the Client during signup.
  3. F.F.D. may change or remove different parts of the Fast Food Platform or change the Fast Food Platform, its features and the selection of Partners participating in the Fast Food Platform in part or in whole at any time without prior notice.
  4. The use of the Fast Food Platform and all legal relations formed thereunder will be governed by the laws of Estonia. A Client who is a consumer also enjoys the protection of the mandatory provisions of the law that would be applicable in the absence of this term.
  5. If the respective dispute resulting from these General Terms cannot be settled by negotiations, then the dispute will be finally solved in Harju County Court in Tallinn, Estonia. If the Client is a consumer, jurisdiction is determined in accordance with the mandatory provisions applicable to consumers.
  6. If there is a dispute between the Client and a Partner providing services on the Fast Food Platform, the Client may use F.F.D.’s free internal complaint system and, if the Client is a consumer, the Online Dispute Resolution tool available at<http://ec.europa.eu/odr>.
  7. Where versions of these General Terms exist in any other language, the English language version shall prevail.

## SCHEDULE 1 MODEL WITHDRAWAL FORM

To F.F.D. Ltd (Address: Business Park Sofia 1, bl10, 1000, Sofia, Bulgaria

e-mail: [bulgaria-food@F.F.D..eu](mailto:bulgaria-food@F.F.D..eu))

I hereby give notice that I withdraw from the following sales agreement: Ordered on: [to be completed by the Client]

Name of the Client: [to be completed by the Client] Address of the Client: [to be completed by the Client]

Signature of the Client (only if this form is notified on paper):

Date: [to be completed by the Client]