

1. Introduction

Welcome to QuickBite, a mobile food delivery service that connects users with a variety of restaurants and food vendors. By downloading and using the QuickBite app, you agree to these Terms and Conditions. If you do not agree, you must refrain from using the service.

2. Definitions

- **QuickBite:** Refers to the mobile application and platform that facilitates food ordering and delivery services.
- **User:** Any individual who creates an account or uses QuickBite to order food.
- **Restaurant/Vendor:** Any establishment listed on QuickBite providing food for delivery.
- **Delivery Partner:** Independent contractors who deliver food on behalf of restaurants and vendors via QuickBite.
- **Order:** A request placed by the user for food or beverages from a restaurant or vendor.

3. Account Registration

- Users must create an account with accurate and up-to-date personal information, including valid contact and payment details.
- Users are responsible for maintaining the confidentiality of their account login credentials. Any activity occurring under a user's account is the sole responsibility of the account holder.
- Users must be at least 18 years old to register an account and place orders through QuickBite.

4. Ordering and Payments

- Once an order is placed, the user agrees to pay the total amount displayed in the app, including applicable taxes, delivery fees, and tips.
- QuickBite partners with third-party payment processors, and all payments are handled securely. QuickBite is not responsible for payment processing issues arising from third-party services.
- Users may select a payment method at checkout, and QuickBite will charge the user's preferred payment method upon confirming the order.

5. Cancellations and Refunds

- Orders may only be canceled within a limited time frame after they are placed, as determined by the restaurant or vendor. QuickBite will inform users of their eligibility to cancel an order via the app.
- Refunds are subject to restaurant/vendor policies and will only be issued for canceled orders, missing items, or if the food delivered is unsatisfactory due to restaurant errors.
- Delivery issues, such as delays or incorrect addresses, will not be eligible for refunds unless the error is directly caused by QuickBite or the delivery partner.

6. Delivery Services

- QuickBite facilitates delivery via independent contractors (delivery partners) but does not directly provide delivery services. Users acknowledge that delivery times may vary based on factors such as traffic, weather, and restaurant preparation times.
- QuickBite cannot guarantee specific delivery times. The estimated delivery times provided are for informational purposes and are not binding.
- Delivery partners may contact users for additional instructions or address clarifications. Users are responsible for providing accurate delivery information at the time of order placement.

7. User Conduct

- Users must not use QuickBite for any illegal or fraudulent activities, including the use of stolen credit cards or impersonating others.
- Users must not harass or abuse delivery partners, customer service representatives, or restaurant staff.
- QuickBite reserves the right to suspend or terminate user accounts for behavior that violates these terms.

8. Restaurant and Vendor Responsibilities

- Restaurants and vendors are responsible for ensuring that the food prepared and delivered complies with health and safety regulations.
- QuickBite is not responsible for the quality of food or any issues arising from incorrect orders unless the fault lies with QuickBite's platform.

9. Third-Party Links and Integrations

- QuickBite may contain links to third-party websites, services, or advertisements. These third parties operate independently, and QuickBite is not responsible for their content, policies, or practices.
- Users should review the terms and conditions of any third-party services they engage with through QuickBite.

10. Promotions and Offers

- QuickBite may offer promotions, discounts, or special deals periodically. These promotions are subject to specific terms, which will be outlined at the time of the offer.
- Promotions may not be combined unless explicitly stated, and QuickBite reserves the right to modify or cancel promotions without prior notice.

11. Data Collection and Privacy

- QuickBite collects and processes user data as outlined in its **Privacy Policy**.
- By using QuickBite, users consent to the collection, use, and sharing of their data, including location data, with restaurants, vendors, and delivery partners to facilitate orders.
- QuickBite takes reasonable steps to ensure the protection of user data but cannot guarantee that unauthorized access, data loss, or breaches will not occur.

12. Termination of Account

- Users may deactivate their QuickBite accounts at any time via the app's account settings.
- QuickBite reserves the right to suspend or terminate accounts if users violate these terms or engage in fraudulent or harmful behavior.
- Upon termination, users will no longer have access to their order history, and any active orders will be canceled.

13. Limitation of Liability

- QuickBite is provided "as is" and "as available." We do not guarantee uninterrupted or error-free service.
- QuickBite will not be held liable for any damages arising from the use or inability to use the platform, including but not limited to issues with food quality, delivery delays, or incorrect orders.
- To the extent permitted by law, QuickBite's liability is limited to the total amount paid by the user for the relevant order.

14. Dispute Resolution

- Any disputes arising out of these terms will be governed by the laws of Illinois, USA.
- Users agree to first attempt to resolve disputes through informal communication by contacting QuickBite's customer service team. If a resolution cannot be reached, disputes will be handled through arbitration in Chicago, Illinois.

15. Amendments to Terms

- QuickBite reserves the right to modify these terms at any time. Significant changes will be communicated to users through in-app notifications or email.
- Continued use of the platform following such changes constitutes acceptance of the updated terms.

16. Contact Information

- For questions, concerns, or feedback, users may contact QuickBite's customer service at support@quickbite.com or via phone at +1 (312) 555-7890.