

Tiffin Hub Terms of Use

Project Name: Tiffin Hub

Version: 1.0

Prepared For : Internal Reference

Prepared By: DigitalIndian Business Solutions Pvt. Ltd.

Contents

1. Introduction	5
2. Definitions	5
3. Eligibility	5
4. User Account	6
5. Ordering Services	6
6. Pricing and Payments	6
7. Order Acceptance and Cancellation	7
8. Delivery	7
9. User Responsibilities	7
10. Prohibited Activities	8
11. Restaurant Partner Responsibilities	8
12. Delivery Partner Responsibilities	9
13. Intellectual Property	9
14. Privacy	9
15. Third-Party Services	10
16. Disclaimer of Warranties	10
17. Limitation of Liability	10
18. Indemnification	10
19. Suspension and Termination	11
20. Force Majeure	11
21. Governing Law and Jurisdiction	11
22. Changes to Terms	12
23. Contact Us	12
24. Entire Agreement	12
25. Acceptance	12

Document Control

Version	Date	Description	Prepared By
1.0	29/06/2026	Initial Release	DigitalIndian IT Team

Copyright & Confidentiality

This Tiffin Hub App Terms Of Use document and all associated materials, concepts, designs, and technical contents are the intellectual property of DigitalIndian Business Solutions Pvt. Ltd. and its associated partners.

No part of this document may be reproduced, distributed, modified, transmitted, or disclosed to any third party without prior written consent from DigitalIndian Business Solutions Pvt. Ltd.

All rights reserved © DigitalIndian Business Solutions Pvt. Ltd.

Terms of Use

1. Introduction

Welcome to **Tiffin Hub**.

These Terms of Use ("Terms") govern your access to and use of the Tiffin Hub website, mobile application, and related services ("Platform").

By downloading, installing, registering, accessing, or using the Platform, you acknowledge that you have read, understood, and agree to be legally bound by these Terms.

If you do not agree to these Terms, you must discontinue use of the Platform immediately.

2. Definitions

For the purposes of these Terms:

- **Platform** means the Tiffin Hub website, mobile application, software, APIs, and related services.
- **Company** means Tiffin Hub and/or its owner, operator, affiliates, and authorized representatives.
- **User** means any individual or entity accessing or using the Platform.
- **Customer** means a User who places food orders through the Platform.
- **Restaurant Partner** means any restaurant, kitchen, cloud kitchen, or food vendor listed on the Platform.
- **Delivery Partner** means any individual or organization engaged to deliver orders.
- **Order** means a request placed by a Customer for food or related services.

3. Eligibility

To use the Platform, you must:

- Be at least 18 years of age or use the Platform under the supervision of a parent or legal guardian.
- Provide accurate, complete, and current registration information.
- Have the legal capacity to enter into a binding agreement.

The Company reserves the right to suspend or terminate accounts that do not meet these requirements.

4. User Account

Users are responsible for:

- Maintaining the confidentiality of their login credentials.
- All activities carried out through their account.
- Providing accurate profile and delivery information.
- Promptly updating any changes to their contact details.

Users must immediately notify Tiffin Hub of any unauthorized access to their account.

5. Ordering Services

The Platform enables Customers to:

- Browse restaurants and menus.
- Place food orders.
- Schedule meal deliveries (where available).
- Make online payments.
- Track order status.
- Contact customer support.

Order acceptance is subject to restaurant availability, operational capacity, serviceable delivery area, and successful payment verification.

6. Pricing and Payments

Prices displayed on the Platform may include:

- Food charges
- Packaging charges
- Delivery fees
- Taxes (where applicable)
- Convenience or service fees

Prices may change without prior notice.

Payments may be made through approved payment methods, including UPI, credit/debit cards, net banking, digital wallets, or Cash on Delivery (where available).

Tiffin Hub does not store sensitive payment credentials such as card numbers, CVV, UPI PINs, or banking passwords. Payment processing is handled by authorized third-party payment providers.

7. Order Acceptance and Cancellation

Order confirmation is subject to:

- Restaurant acceptance.
- Product availability.
- Delivery feasibility.
- Successful payment verification.

Order cancellations and related refunds are governed by the separate **Cancellation Policy** and **Refund Policy**.

8. Delivery

Estimated delivery times are provided for convenience only.

Actual delivery times may vary due to:

- Traffic conditions.
- Weather.
- Restaurant preparation time.
- Festivals or public holidays.
- Delivery partner availability.
- Force majeure events.

Customers are responsible for ensuring someone is available to receive the order at the specified delivery address.

9. User Responsibilities

Users agree to:

- Provide accurate delivery information.
- Pay applicable charges.
- Treat restaurant and delivery personnel respectfully.

- Use the Platform only for lawful purposes.
- Not interfere with Platform operations.
- Not place fraudulent or fake orders.

Users shall not misuse promotional offers or referral programs.

10. Prohibited Activities

Users shall not:

- Provide false information.
- Attempt unauthorized access to the Platform.
- Upload malicious software or code.
- Copy or reproduce Platform content without authorization.
- Reverse engineer the application.
- Use automated scripts or bots.
- Interfere with Platform security.
- Engage in fraudulent transactions.
- Abuse customer support or delivery personnel.

Violation of these Terms may result in account suspension or termination.

11. Restaurant Partner Responsibilities

Restaurant Partners are solely responsible for:

- Food quality.
- Hygiene standards.
- Ingredient information.
- Packaging.
- Compliance with food safety laws.
- Accuracy of menu descriptions.
- Pricing accuracy.

Tiffin Hub acts as an intermediary connecting Customers with Restaurant Partners.

12. Delivery Partner Responsibilities

Delivery Partners are responsible for:

- Safe transportation of food.
- Timely delivery.
- Professional conduct.
- Compliance with applicable traffic and transportation laws.

Delivery Partners operate independently and are responsible for their own legal obligations.

13. Intellectual Property

All intellectual property associated with the Platform, including but not limited to:

- Software
- Logos
- Trademarks
- Graphics
- User Interface
- Source Code
- Databases
- Documents
- Designs
- Business Processes

is owned by or licensed to Tiffin Hub and/or DigitalIndian Business Solutions Pvt. Ltd.

No part of the Platform may be copied, reproduced, modified, distributed, or commercially exploited without prior written permission.

14. Privacy

Collection and use of personal information are governed by the Tiffin Hub Privacy Policy. Users consent to the collection, processing, and use of personal information as described therein.

15. Third-Party Services

The Platform may integrate with third-party services including:

- Payment gateways.
- Maps and navigation services.
- SMS providers.
- Push notification services.
- Analytics providers.

Use of such services is subject to their respective terms and privacy policies.

16. Disclaimer of Warranties

The Platform is provided on an "as is" and "as available" basis.

Tiffin Hub does not guarantee:

- Continuous or uninterrupted service.
- Error-free operation.
- Availability of all restaurants or menu items.
- Compatibility with every device.
- Uninterrupted internet connectivity.

17. Limitation of Liability

To the maximum extent permitted by applicable law:

- Tiffin Hub shall not be liable for indirect, incidental, special, consequential, or punitive damages.
- The Company's maximum liability shall generally not exceed the total amount paid by the Customer for the affected order unless otherwise required by law.

18. Indemnification

Users agree to indemnify and hold harmless Tiffin Hub, its directors, employees, affiliates, partners, and representatives against any claims, liabilities, losses, damages, or expenses arising from:

- Violation of these Terms.
- Fraudulent activities.
- Misuse of the Platform.
- Infringement of third-party rights.

19. Suspension and Termination

Tiffin Hub reserves the right to suspend or terminate any account without prior notice for reasons including:

- Fraudulent activity.
- Repeated policy violations.
- Abuse of promotional offers.
- Illegal activities.
- Security concerns.
- Non-payment.
- Misuse of the Platform.

20. Force Majeure

Tiffin Hub shall not be responsible for delays or failures resulting from events beyond its reasonable control, including:

- Natural disasters.
- Government restrictions.
- Internet outages.
- Labour disputes.
- Civil unrest.
- Pandemic-related disruptions.
- Power failures.

21. Governing Law and Jurisdiction

These Terms shall be governed by and interpreted in accordance with the laws of the Republic of India.

Any dispute arising out of or relating to these Terms shall be subject to the exclusive jurisdiction of the competent courts located in **Kolkata, West Bengal, India**.

22. Changes to Terms

Tiffin Hub reserves the right to modify these Terms at any time.

Updated Terms will be published on the Platform with the revised Effective Date.

Continued use of the Platform after such updates constitutes acceptance of the revised Terms.

23. Contact Us

For questions regarding these Terms of Use, please contact:

Tiffin Hub Customer Support

Support Email: info@digitalindian.co.in

Website: <https://www.tiffinhub.shop>

24. Entire Agreement

These Terms of Use, together with the Privacy Policy, Cancellation Policy, Refund Policy, and any other published policies, constitute the entire agreement between the User and Tiffin Hub regarding the use of the Platform.

25. Acceptance

By downloading, registering, accessing, or using the Tiffin Hub Platform, you confirm that you have read, understood, and agreed to be bound by these Terms of Use.