

Terms & Conditions for Unavo

Welcome to Unavo. These Terms & Conditions (“Terms”) govern your use of the Unavo website, mobile application, services, and food ordering platform. By accessing or using our services, you agree to comply with and be bound by these Terms.

If you do not agree with these Terms, please do not use our services.

1. About Unavo

Unavo is a cloud kitchen and food delivery service that allows customers to browse, order, and receive food and related services through our website, applications, and partner platforms.

2. Eligibility

By using our services, you confirm that:

- * You are at least 18 years old, or using the service under parental supervision.
- * You are legally capable of entering into binding agreements.
- * The information you provide is accurate and complete.

3. Orders & Acceptance

- * All orders placed through Unavo are subject to acceptance and availability.
- * We reserve the right to refuse or cancel any order for reasons including:
 - * Product unavailability
 - * Incorrect pricing
 - * Suspected fraudulent activity
 - * Operational limitations

Once an order is confirmed, customers will receive an order confirmation notification.

4. Pricing & Payments

- * Prices displayed on the platform are subject to change without prior notice.
- * Applicable taxes, packaging charges, delivery fees, and platform fees may be added during checkout.
- * Payments can be made through approved online payment methods or other supported payment options.
- * Unavo reserves the right to refuse certain payment methods at any time.

5. Delivery Policy

- * Delivery timelines are estimates and may vary due to weather, traffic, operational delays, or unforeseen circumstances.
- * Customers are responsible for providing accurate delivery details.
- * If a customer is unreachable or unavailable during delivery, the order may be cancelled without refund eligibility.

6. Cancellation & Refund Policy

Order Cancellation

- * Orders once confirmed may not be cancelled after preparation has started.
- * Unavo reserves the right to cancel orders due to operational or safety reasons.

Refunds

Refunds may be issued in cases such as:

- * Failed transactions
- * Missing items
- * Incorrect orders
- * Significant quality concerns verified by Unavo

Refund timelines depend on the payment provider or banking partner.

7. Food Quality & Consumption

- * Customers are advised to consume food immediately after delivery for the best experience.
- * While we maintain hygiene and quality standards, customers must inform us of any allergies or dietary restrictions before ordering.
- * Unavo shall not be held responsible for reactions arising from undisclosed food allergies.

8. User Conduct

Users agree not to:

- * Misuse the platform
- * Provide false information
- * Abuse customer support staff or delivery partners
- * Attempt unauthorized access to systems or accounts
- * Use the platform for unlawful activities

Violation of these terms may result in account suspension or legal action.

9. Promotions & Offers

- * Promotional offers, discounts, coupons, and referral programs may be subject to additional terms.
- * Unavo reserves the right to modify, withdraw, or cancel promotions without prior notice.
- * Offers cannot be exchanged for cash unless explicitly stated.

10. Intellectual Property

All content on the Unavo platform, including:

- * Logos
- * Branding
- * Images
- * Text
- * Designs
- * Menus
- * Software

are the property of Unavo and protected under applicable intellectual property laws.

Unauthorized use or reproduction is prohibited.

11. Limitation of Liability

To the maximum extent permitted by law, Unavo shall not be liable for:

- * Indirect or consequential damages
- * Delivery delays beyond reasonable control
- * Technical interruptions
- * Third-party payment failures
- * Loss arising from misuse of the platform

Our total liability shall not exceed the value of the order placed by the customer.

12. Third-Party Services

Our services may integrate with third-party providers including:

- * Payment gateways
- * Delivery platforms
- * Social media services

Unavo is not responsible for the policies or actions of such third parties.

13. Privacy

Your use of our platform is also governed by our Privacy Policy. By using Unavo, you consent to the collection and use of information as described in the Privacy Policy.

14. Changes to Terms

Unavo reserves the right to update or modify these Terms at any time. Updated terms will be posted on this page with the revised effective date.

Continued use of the platform after changes constitutes acceptance of the updated Terms.

15. Governing Law & Jurisdiction

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

Any disputes arising out of these Terms shall be subject to the exclusive jurisdiction of the courts in Chennai, Tamil Nadu.

16. Contact Information

For questions or concerns regarding these Terms & Conditions, please contact:

Unavo

Email: care@unavo.in

Phone: +91 9655031033

Website: www.unavo.in