

Daily Tiffins – General Policies / Terms & Conditions

Effective Date: [Insert Date]

Welcome to Daily Tiffins & Co. By using our website, mobile app, or services, you agree to the following policies and terms. Please read them carefully.

1. Service Scope

Daily Tiffins provides meal subscriptions, advance orders, and same-day meals within our delivery zones.

Menus are curated daily and may change without prior notice depending on ingredient availability.

All meals are prepared fresh in our partner kitchens following strict hygiene and safety standards.

2. Ordering & Payment

Orders can be placed via our website or mobile app only.

Payment must be made in advance through online payment gateways (UPI, cards, wallets, net banking).

Orders are confirmed only after successful payment.

Cash on Delivery (COD) is not available, unless explicitly offered in select areas.

3. Delivery

Meals are delivered within the specified time slots, but delays may occur due to traffic, weather, or unforeseen circumstances.

Customers must ensure accurate delivery details (address, phone number, access instructions).

Incorrect details or unavailability may result in the meal being marked as delivered, with no refund applicable.

4. Quality & Hygiene

All meals are prepared in compliance with FSSAI guidelines.

Customers are advised to consume meals immediately upon delivery to maintain freshness and safety.

Daily Tiffins will not be responsible for food spoilage if meals are stored beyond recommended time.

5. Modifications & Customization

Meals are prepared in standard portions; customization (allergies, spice levels, dietary requests) is subject to availability.

Customers must specify allergies or dietary restrictions while placing the order.

Daily Tiffins will not be liable for reactions or issues if allergies were not disclosed.

6. Cancellations & Refunds

Governed by our Cancellation & Refund Policy (available separately).

7. Promotions & Discounts

Promotional codes, offers, or discounts are subject to validity periods and terms.

Only one offer can be applied per order unless otherwise specified.

Daily Tiffins reserves the right to modify or withdraw offers at any time.

8. Customer Conduct

Customers must not misuse the platform (e.g., fraudulent orders, false complaints, misuse of offers).

Abusive or inappropriate behavior towards staff or delivery personnel will result in termination of services.

9. Limitation of Liability

Daily Tiffins is not liable for delays, cancellations, or service failures caused by events beyond our control (natural disasters, strikes, traffic restrictions, etc.).

Our liability, if any, is limited to the order value of the affected meal.

10. Governing Law

These policies are governed by and construed under the laws of India.

Any disputes will be subject to the exclusive jurisdiction of courts in Indore, Madhya Pradesh.