

uniqDine — Terms & Conditions (Customer Terms of Use)

Last updated: 22-10-2025

Important: These Terms form a binding agreement between you and **CampusDine Private Limited**, the operator of **uniqDine** (formerly **CampusDine**). By accessing or using the uniqDine website, mobile apps, or related services (collectively, the “**Platform**”), you agree to these Terms. If you do not agree, please do not use the Platform.

1. Parties & Contracting Entity

- **Service Provider:** CampusDine Private Limited, CIN: U63999HR2025PTC136162, registered office: 124, J-Block, Ashok Vihar Phase-3 Extension, Guragaon, Haryana, India, 122001, email: nishchay@uniqdine.com, phone: +91-9784848043.
- **You/Customer:** A natural person who is at least 18 years old and competent to contract under the Indian Contract Act, 1872.
- **Associated Merchants:** Restaurants, canteens, messes, cloud kitchens, and other partners listed on the Platform (“**Merchants**”).
- **Delivery Partners:** Independent contractors who deliver orders placed on the Platform (“**Delivery Partners**”).

2. Scope of Services

uniqDine is a technology intermediary that: (a) displays menus and offerings from Merchants; (b) facilitates order placement, payment, and delivery logistics via Delivery Partners; (c) provides customer support and analytics. uniqDine does not own or sell food items; all products are prepared and sold by the respective Merchant.

3. Account, Eligibility & Verification

- You must create an account with a valid mobile number/email. You are responsible for safeguarding credentials and all activities under your account.
- We may require identity verification (e.g., OTP, email verification) and reserve the right to refuse/disable accounts for suspected abuse, fraud, or policy violations.
- Business or institutional accounts (e.g., hostel/mess accounts) must be operated by authorized persons.

4. Ordering & Contract Formation

- When you place an order, you make an offer to purchase the selected items from the Merchant. The order is accepted when the Merchant confirms it in-app (status: **Accepted/Confirmed**).
- Order timelines are estimates and may vary due to kitchen load, inventory, traffic, or access constraints (e.g., campus entry permissions).
- The Merchant may reject/cancel due to unavailability, operational constraints, or inability to fulfill. In such cases, refunds (if any) will be processed per Section 10.

5. Pricing, Taxes & Fees

- Menu prices are set by the Merchant and may change without notice. Taxes (e.g., GST) and Platform fees (e.g., convenience, delivery, surge/slot, small-order, packing) may apply and are shown at checkout before payment.
- Price on the Platform at the time of order governs; bill/invoice will reflect the final payable amount.

6. Payments

- Payments may be made via UPI, cards, netbanking, wallets, or cash on delivery (where enabled). Digital payments are processed by compliant payment gateways; uniqDine does not store full card details.
- You authorize us to charge your selected method for the total amount shown at checkout and for any approved adjustments (e.g., item replacements/differences you explicitly

accept in-app).

- Chargebacks/disputes: You agree to cooperate with us, the gateway, and your bank to resolve payment disputes. Fraudulent, unauthorized, or suspicious activity may lead to account suspension.

7. Delivery, Pickup & Access

- Delivery windows are estimates. Risk of loss passes to you upon delivery at the specified address or at gate/hostel drop points where building entry is restricted.
- If you are unreachable or the address is inaccurate/inaccessible, the order may be marked delivered/undeliverable, and charges may apply.
- **Contactless Delivery:** Where selected, the Delivery Partner will leave the order at the designated spot and mark delivered.
- **Pickup/Takeaway:** Carry a valid order ID; orders not collected within the pickup window may be discarded for safety.

8. Food Quality, Allergens & Dietary Preferences

- Food is prepared by Merchants. Ingredient/allergen information is provided by the Merchant and may be approximations. If you have allergies or dietary restrictions, please check Merchant details and contact them via in-app chat/notes where available.
- Temperature/handling: For safety, consume promptly upon delivery.

9. Cancellations & Modifications

- **Before Merchant acceptance:** You may cancel without charge.
- **After acceptance:** Cancellation may not be permitted. If permitted, a cancellation fee or partial refund may apply depending on preparation status.
- **Merchant cancellations:** If the Merchant/Platform cancels, you will receive a full refund of amounts paid for undelivered items.

10. Refunds

- Refunds (if applicable) are processed to the original payment method within **3–7 business days** (bank/wallet timelines may vary). Cash-on-delivery refunds are made as wallet credit or UPI transfer where feasible.
- Non-refundable scenarios include: incorrect address/unreachable customer; late pickup; customer not present; tampered seals opened; hygiene/quality complaints unsupported by evidence.

11. Offers, Coupons & Wallet

- Offers/coupons are subject to terms indicated in-app (minimum order, validity, location, Merchant exclusions). Misuse or abuse may lead to withdrawal and account action.
- uniqDine wallet credits (if offered) are non-transferable and may carry expiry dates.

12. Ratings, Reviews & User Content

- You grant uniqDine a worldwide, royalty-free license to use, display, and distribute your ratings, reviews, photos, and feedback on the Platform and in marketing, subject to our Privacy Policy.
- Do not post offensive, defamatory, obscene, or infringing content. We may moderate or remove content at our discretion.

13. Acceptable Use & Prohibited Conduct

You agree not to:

- Violate laws or third-party rights; order restricted items; interfere with operations or security.
- Access or scrape the Platform via bots, automate abusive requests, or reverse-engineer.
- Harass Delivery Partners/Merchants/staff; demand free items; or misuse refunds.

14. Intellectual Property

- The Platform, logos, trademarks, UI, software, databases, and content are owned by uniqDine or its licensors. You receive a limited, non-exclusive, non-transferable license to use the app and site for personal, non-commercial purposes.
- No rights are granted except as expressly stated.

15. Third-Party Services & Links

- The Platform may integrate maps, payments, analytics, chat, or other third-party tools subject to their terms and policies. uniqDine is not responsible for third-party services beyond our reasonable control.

16. Privacy & Data Protection

- Your personal data is processed in accordance with our **Privacy Policy** (incorporated by reference). Please review it carefully. We follow applicable Indian laws, including the Digital Personal Data Protection Act, 2023, where applicable.

17. Service Availability & Changes

- We may modify, suspend, or discontinue features or access (in whole or part) for maintenance, upgrades, or legal reasons. We are not liable for outages caused by factors beyond our control (e.g., networks, force majeure).

18. Warranties & Disclaimers

- Services are provided on an “**as is**” and “**as available**” basis. To the fullest extent permitted by law, uniqDine disclaims all warranties (express or implied) regarding the Platform and Merchant products.
- Merchants are responsible for compliance with food safety and labeling laws.

19. Limitation of Liability

- To the maximum extent permitted by law, uniqDine shall not be liable for indirect, incidental, special, consequential, punitive damages, or loss of profits, data, or goodwill.
- Our aggregate liability for all claims in a 12-month period shall not exceed the greater of **INR 5,000** or the total fees you paid to uniqDine for the order giving rise to the claim.

20. Indemnity

You agree to indemnify and hold harmless uniqDine, its directors, employees, and agents from any claims, losses, liabilities, and expenses arising out of your misuse of the Platform, violation of these Terms, or infringement of rights.

21. Anti-Fraud & Platform Integrity

- We monitor for fraud, abuse, and policy violations (e.g., fake orders, payment fraud, referral misuse). We may block accounts, withhold benefits, and cooperate with authorities.

22. Complaints & Grievance Redressal (India)

- **Grievance Officer:** Nishchay Yadav, nishchay@uniqdine.com, 124, J-Block, Ashok Vihar Phase-3 Extension, Guragaon, Haryana, India, 122001, +91-9784848043, available Monday-Friday from 9am to 5 pm.
- Submit complaints via in-app Help → Grievance or email with your order ID and details. We aim to acknowledge within **48 hours** and resolve per applicable guidelines.

23. Governing Law & Dispute Resolution

- These Terms are governed by Indian law.
- **Jurisdiction:** Courts at Gurgaon, Haryana, India shall have exclusive jurisdiction.
- **Optional Arbitration Clause:** Any dispute may be referred to binding arbitration under the Arbitration and Conciliation Act, 1996. Seat/place: Gurgaon, Haryana; language: English; sole arbitrator appointed per rules. This clause does not limit a party's right to approach a court for interim relief.

24. Changes to These Terms

We may update these Terms from time to time. Material changes will be notified in-app/email. Continued use after the effective date constitutes acceptance.

25. Termination

We may suspend or terminate access for violations, fraud, non-payment, or legal reasons. You may close your account anytime via Settings. Certain sections (e.g., IP, indemnity, limitation of liability, dispute resolution) survive termination.

26. Communications & E-Sign Consent

By using the Platform, you consent to receive transactional communications (OTP, order updates, receipts) via SMS, email, push, or calls. Marketing communications are sent only with consent and can be opted out via Settings or unsubscribe links.

27. Campus/Institution-Specific Terms (if applicable)

- Access to hostels/departments may require ID verification or gate permissions; delivery may be to designated drop points.
- Institutional meal plans, mess subscriptions, or wallet top-ups are governed by additional terms visible at purchase.

28. Severability & Waiver

If any provision is held invalid or unenforceable, the remaining provisions remain in full force. Failure to enforce a provision is not a waiver.

29. Contact

CampusDine Private Limited

124, J-Block, Ashok Vihar Phase-3 Extension, Guragaon, Haryana, India, 122001
Support: nishchay@uniqdine.com | +91-9784848043

Annex A — Definitions

- **Customer/You:** End user placing orders on the Platform.
- **Merchant:** A restaurant/mess/cloud kitchen offering items on the Platform.
- **Delivery Partner:** Individual who picks up and delivers orders.
- **Order Amount:** Sum of item prices, taxes, fees, and delivery charges.
- **Platform:** uniqDine apps, website, and services.