



Terms and Conditions for Bulawayo Eats

1. Introduction Welcome to Bulawayo Eats (“we,” “our,” or “us”). By using our platform, including our website, mobile application, and related services (“Services”), you agree to comply with and be bound by these Terms and Conditions (“Terms”). If you do not agree with these Terms, you must not use our Services.

2. Eligibility To use our Services, you must:

- Be at least 18 years old or have parental/guardian consent.
- Provide accurate and complete registration information.
- Comply with these Terms and applicable laws.

3. Account Registration

- You are responsible for maintaining the confidentiality of your account credentials.
- Notify us immediately of any unauthorized use of your account.
- We reserve the right to suspend or terminate accounts for violations of these Terms.

4. Services a. Order Placement:

- By placing an order, you agree to provide accurate delivery details.
- Orders are confirmed only when you receive a confirmation notification from us.

b. Delivery:

- Delivery times are estimates and may vary.
- Ensure someone is available at the delivery address to receive the order.

c. Merchant Responsibilities:

- Merchants are solely responsible for the quality and accuracy of the products they provide.

5. Fees and Payments

- Prices for products and services are displayed on the platform and include applicable taxes unless stated otherwise.
- Delivery fees and other charges will be added to your order total.
- Payments must be made through our approved payment methods.

6. Cancellations and Refunds

- Orders may only be cancelled before confirmation by the merchant.
- Refunds for cancelled or disputed orders will be processed in accordance with our Refund Policy.



7. User Responsibilities

- Do not misuse the platform, including engaging in fraudulent or illegal activities.
- Respect our delivery personnel, merchants, and other users.
- Avoid providing false or misleading information.

8. Intellectual Property

- All content on the platform, including logos, designs, and software, is owned by Bulawayo Eats or licensed to us.
- You may not reproduce, distribute, or exploit our intellectual property without prior written consent.

9. Limitation of Liability

- We are not liable for delays, product quality issues, or losses arising from the use of our Services.
- Our total liability is limited to the amount paid by you for the specific order in question.

10. Indemnification You agree to indemnify and hold harmless Bulawayo Eats, its employees, and affiliates from any claims or damages arising from your use of our Services or violation of these Terms.

11. Modifications to the Terms We reserve the right to update these Terms at any time. Any changes will be posted on our platform with an updated “Effective Date.” Continued use of our Services constitutes acceptance of the revised Terms.

12. Governing Law These Terms are governed by the laws of Zimbabwe. Any disputes will be resolved in the courts of Zimbabwe.

13. Contact Us For questions or concerns about these Terms, please contact us:

- Email: info@bulawayoeats.com

Bulawayo Eats is committed to providing a seamless and enjoyable experience for all users. Thank you for choosing our platform!