

Namma Mane – Home-Like Food

Terms & Conditions

Effective Date: 15 August 2026

Welcome to **Namma Mane – Home-Like Food** (“Namma Mane”, “we”, “our”, or “us”). By creating an account, placing an order, or using our website or services, you (“Customer”, “you”, or “your”) agree to the following Terms & Conditions.

1. Service

Namma Mane provides vegetarian home-style meals and food delivery services within selected service areas in Bengaluru. Availability of meals, delivery locations, timings, and menu items may vary from day to day.

2. Orders

- Orders must be placed before the applicable daily cut-off time displayed on our website or app.
- Orders are subject to confirmation and availability.
- We reserve the right to refuse or cancel any order due to unforeseen circumstances, supply limitations, pricing errors, or operational reasons.

3. Pricing & Payments

- All prices are displayed in Indian Rupees (INR).

- Applicable packaging charges, delivery charges, taxes, or other fees (if any) will be shown before checkout.
- Payments must be made through the payment methods provided on our platform.

4. Delivery

- Delivery time slots are estimates and may vary due to weather, traffic, festivals, apartment access restrictions, or other operational conditions.
- The customer must provide accurate delivery details, including apartment/building and flat number.
- If delivery cannot be completed due to incorrect information or the customer being unavailable, the order may be treated as delivered and no refund may be applicable.

5. Registration & Privacy

- During registration, we collect your **mobile number, apartment/building name, and flat number**.
- This information is collected **only to ensure accurate delivery of your food orders, delivery coordination, order updates, and customer support**.
- Your mobile number and flat number **will not be publicly disclosed, sold, rented, or shared with third parties for marketing or unrelated purposes**.
- We take reasonable measures to keep your information secure and use it only for operating the Namma Mane service.

6. Cancellations & Refunds

- Orders may be cancelled only before meal preparation begins.
- Once food preparation has started, cancellations may not be accepted.
- Approved refunds, if applicable, will be processed through the original payment method within a reasonable period.

7. Food & Allergies

- Namma Mane serves **vegetarian food**.
- While we take reasonable care in food preparation, customers are responsible for checking ingredients and informing us of any food allergies or dietary restrictions before ordering.
- We shall not be liable for allergic reactions or adverse health effects arising from undisclosed allergies or medical conditions.

8. Quality & Consumption

- Meals are prepared fresh and are intended for prompt consumption.
- Customers should consume food within a reasonable time after delivery and store leftovers appropriately.
- We are not responsible for quality issues arising from improper storage, reheating, or delayed consumption after delivery.

9. Subscription Meals (if applicable)

- Subscription plans are valid only for the duration and meal schedule selected at the time of purchase.
- Missed deliveries due to customer unavailability may not be compensated unless agreed in advance.
- Subscription benefits are non-transferable unless explicitly permitted by Namma Mane.

10. User Accounts

- You are responsible for maintaining the confidentiality of your account credentials.
- You agree to provide accurate and up-to-date information during registration.
- We may suspend or terminate accounts involved in fraudulent, abusive, or unlawful activities.

11. Intellectual Property

All content on the Namma Mane website or application, including logos, branding, text, images, menus, and designs, is the property of Namma Mane and may not be copied, reproduced, or used without prior written permission.

12. Limitation of Liability

To the maximum extent permitted by law, Namma Mane shall not be liable for any indirect, incidental, special, or consequential damages arising from the use of our services, including delays, delivery interruptions, or issues caused by factors beyond our reasonable control.

13. Changes to Terms

We may update these Terms & Conditions from time to time. The revised version will be effective from the date it is published on our website. Continued use of our services constitutes acceptance of the updated terms.

14. Governing Law

These Terms & Conditions shall be governed by and interpreted in accordance with the laws of India. Any disputes shall be subject to the jurisdiction of the courts of **Bengaluru, Karnataka**.

15. Contact Us

Namma Mane – Home-Like Food
Bengaluru, Karnataka, India

Phone: 9606027543 / 9448800608

By creating an account or placing an order, you acknowledge that you

have read, understood, and agree to these Terms & Conditions