

ServeDoor Terms of Service

Last Updated

May 27, 2026

I. Acceptance of Terms

Thank you for using ServeDoor.

These Terms of Service are intended to explain your legal rights, responsibilities, and obligations regarding your access to and use of the ServeDoor website, mobile application, customer support systems, communication channels, payment systems, delivery services, and all related digital services operated under the ServeDoor platform.

ServeDoor is a hyperlocal food ordering and delivery platform that connects customers with restaurants and delivery partners through an online digital system.

By accessing, browsing, registering, placing orders, making payments, communicating with support teams, or using any part of the ServeDoor platform, you acknowledge that you have carefully read, understood, and agreed to comply with these Terms of Service.

If you do not agree with these Terms of Service, you must immediately discontinue use of the ServeDoor platform and services.

Your use of the ServeDoor platform is entirely at your own responsibility and risk.

ServeDoor reserves the right to update, modify, replace, revise, or change these Terms of Service at any time without prior notice.

Your continued use of the platform after any updates or modifications shall constitute your acceptance of the revised Terms of Service.

II. Definitions

Customer

“Customer”, “User”, “You”, or “Your” refers to any individual who accesses or uses the ServeDoor platform for browsing restaurants, viewing menus, placing food orders, making payments, tracking deliveries, submitting reviews, communicating with customer support, or using any other platform feature or service.

Restaurant

“Restaurant” refers to any restaurant, café, cloud kitchen, bakery, food outlet, hotel, food vendor, or food business listed on the ServeDoor platform for providing food products and related services to customers.

Delivery Partner

“Delivery Partner” refers to any individual, agency, logistics provider, rider, or delivery service associated with ServeDoor for delivering food orders to customers.

Platform

“Platform” refers to the ServeDoor website, mobile applications, software systems, dashboards, customer support systems, communication systems, delivery infrastructure, payment systems, and all associated digital services operated under ServeDoor.

Content

“Content” includes restaurant menus, food images, ratings, reviews, comments, graphics, promotional materials, videos, order information, text, offers, advertisements, and all other information available on the ServeDoor platform.

III. Eligibility to Use the Services

By using ServeDoor services, you confirm and represent that:

- You are at least eighteen years of age.
- You are legally capable of entering into binding agreements.
- You are using the platform in compliance with all applicable laws and regulations.
- All information provided by you is accurate, complete, and truthful.
- You will not use the platform for unlawful, fraudulent, harmful, or unauthorized purposes.

ServeDoor reserves the right to suspend, restrict, reject, or terminate access to any user account if false information, suspicious activity, fraudulent behavior, or policy violations are detected.

IV. User Account Registration

Certain features and services of ServeDoor may require account registration.

Users may create an account using:

- Mobile number
- Electronic mail address
- Social login systems
- Other approved authentication methods

You are solely responsible for:

- Maintaining the confidentiality of your account credentials
- Restricting unauthorized access to your account
- All activities performed under your account
- Providing and updating accurate account information

You agree that you shall not:

- Create fake or misleading accounts
- Impersonate another individual or business
- Share account credentials with unauthorized persons
- Sell, transfer, or misuse your account

ServeDoor shall not be responsible for losses, damages, or unauthorized activities resulting from your failure to protect your account credentials.

V. Hyperlocal Service Availability

ServeDoor operates as a hyperlocal food ordering and delivery platform.

Services are available only within selected cities, areas, regions, locations, and postal codes where participating restaurants and delivery services are operational.

ServeDoor reserves the right to:

- Add or remove service areas
- Restrict deliveries in specific locations
- Temporarily suspend operations in certain regions
- Reject orders from non-serviceable areas

Restaurant availability, menu availability, and delivery services may vary depending on restaurant operating hours, delivery partner availability, weather conditions, technical issues, and operational limitations.

ServeDoor does not guarantee twenty-four-hour service availability.

VI. Restaurant Listings and Information

ServeDoor provides restaurant listings and menu information for customer convenience.

Restaurant information displayed on the platform may include:

- Restaurant names
- Food menus
- Prices
- Food photographs
- Ratings and reviews
- Promotional offers
- Estimated delivery times
- Restaurant operating hours

Restaurants are solely responsible for maintaining accurate information regarding their products and services.

ServeDoor does not guarantee that all information displayed on the platform is always accurate, complete, updated, or error-free.

Food images displayed on the platform may be for illustrative purposes only.

VII. Restaurant Compliance and Food Safety

All restaurants listed on the ServeDoor platform are required to comply with applicable food safety laws, regulations, and licensing requirements.

Restaurant partners must maintain valid:

- Food Safety and Standards Authority of India licenses
- Health permits
- Trade licenses
- Tax registrations
- Local authority approvals

Restaurants are solely responsible for:

- Food preparation
- Ingredient quality
- Hygiene standards
- Packaging quality
- Food safety compliance
- Legal regulatory compliance

ServeDoor reserves the right to suspend, restrict, or permanently remove restaurants found violating platform policies, food safety standards, or applicable laws.

VIII. Food Ordering Services

ServeDoor allows customers to place food orders from restaurants listed on the platform.

After an order is placed:

- The restaurant receives the order request
- The restaurant prepares the food
- A delivery partner may deliver the order to the customer

Order acceptance depends on:

- Restaurant availability
- Food item availability
- Delivery area coverage
- Successful payment confirmation
- Technical system functionality

ServeDoor reserves the right to refuse, reject, delay, or cancel orders in situations involving:

- Technical failures
- Restaurant unavailability
- Delivery limitations
- Safety concerns
- Payment failures
- Suspected fraudulent activity

ServeDoor may also restrict excessive, suspicious, or abusive ordering behavior.

IX. Delivery Services

ServeDoor coordinates delivery services through delivery partners and associated logistics systems.

Estimated delivery times are approximate and may vary depending on:

- Traffic conditions
- Weather conditions
- Restaurant preparation time
- Delivery distance
- High order volume

- Technical disruptions
- Operational limitations

ServeDoor does not guarantee exact delivery times.

Customers are responsible for providing accurate delivery addresses and contact details.

If delivery fails because of incorrect customer information, unreachable contact numbers, unavailable recipients, or unsafe delivery conditions, the order may be cancelled without refund.

X. Payments and Charges

ServeDoor may accept payments through:

- Unified Payments Interface systems
- Debit cards
- Credit cards
- Wallet payments
- Net banking
- Cash on delivery where available

Customers agree to pay all applicable:

- Food charges
- Delivery charges
- Packaging charges
- Platform fees
- Government taxes
- Additional service charges where applicable

Food prices displayed on the platform are determined by restaurants and may change without prior notice.

Applicable taxes and charges may vary according to government regulations and restaurant pricing policies.

All calculations, including platform fees and Goods and Services Tax, are automated through the ServeDoor system.

The final “Total” amount displayed during checkout shall be considered the final payable transaction amount.

ServeDoor reserves the right to correct pricing errors, technical calculation issues, or incorrect tax calculations at any time.

XI. Third-Party Payment Services

ServeDoor uses third-party payment gateways, banks, and financial service providers for processing online transactions.

These services may include:

- Unified Payments Interface providers
- Banking networks
- Wallet services
- Payment processors

ServeDoor shall not be responsible for:

- Payment gateway failures
- Delayed transaction processing
- Banking server downtime
- Failed payment confirmations
- Technical errors caused by third-party systems

Users are advised to contact their payment provider directly for payment-related banking concerns.

XII. Cancellation and Refund Policy

Customers may request cancellation according to the status of the order.

Orders that have already been prepared, packed, or dispatched may not be eligible for cancellation.

Refunds may be considered in situations involving:

- Failed transactions
- Duplicate payments
- Missing items
- Incorrect orders
- Undelivered orders
- Verified quality issues

Refund approvals are subject to internal verification and review.

Refund processing times may vary depending on payment providers, banking systems, and financial institutions.

ServeDoor reserves the final right regarding refund eligibility and approval decisions.

XIII. Food Quality and Responsibility

Restaurants are solely responsible for:

- Food preparation
- Ingredient safety
- Hygiene standards
- Packaging quality
- Compliance with food safety regulations

ServeDoor acts only as a digital intermediary platform connecting customers, restaurants, and delivery partners.

ServeDoor does not directly manufacture, prepare, store, or handle food products.

Customers should immediately report issues related to:

- Food quality
- Damaged packaging
- Missing items
- Incorrect orders
- Food safety concerns

XIV. User Conduct and Prohibited Activities

Users agree that they shall not:

- Create fraudulent accounts
- Abuse promotional offers
- Misuse coupons
- Harass restaurant staff or delivery partners
- Use abusive, offensive, or threatening language
- Upload harmful software or malicious content
- Attempt unauthorized access to platform systems
- Interfere with platform operations
- Engage in illegal or fraudulent activities

ServeDoor reserves the right to suspend or permanently terminate accounts involved in prohibited activities.

ServeDoor may also initiate legal action where necessary.

XV. Promotional Offers and Coupons

Coupons, discounts, promotional campaigns, referral rewards, and special offers are subject to separate terms and conditions.

ServeDoor reserves the right to:

- Modify promotional offers
- Withdraw discounts
- Cancel campaigns
- Restrict coupon usage
- Reject suspicious promotional activity

without prior notice.

Fraudulent or abusive usage of promotional benefits may result in account suspension or permanent restrictions.

XVI. Reviews, Ratings, and User Generated Content

Customers may provide ratings, reviews, comments, photographs, and feedback regarding restaurants and platform services.

By uploading or submitting content on the ServeDoor platform, users grant ServeDoor a non-exclusive, royalty-free, perpetual, worldwide license to:

- Use
- Display
- Publish
- Reproduce
- Modify
- Promote

such content for platform operations, marketing activities, service improvements, and promotional purposes.

Users confirm that uploaded content:

- Is truthful and accurate
- Does not violate applicable laws
- Does not infringe third-party rights
- Does not contain harmful or offensive material

ServeDoor reserves the right to moderate, remove, reject, or restrict user-generated content at its discretion.

XVII. Privacy and Data Protection

ServeDoor may collect information including:

- Name
- Mobile number
- Delivery address
- Payment information
- Device information
- Location information
- Order history
- Communication records

This information may be used for:

- Order processing
- Delivery coordination
- Customer support
- Fraud prevention
- Service improvement
- Security monitoring
- Promotional communication

ServeDoor implements reasonable security measures to protect user information and platform systems.

However, users acknowledge that no digital platform can guarantee complete security.

XVIII. Account Deletion and Data Retention

Users may request account deletion by contacting ServeDoor customer support.

After account deletion requests:

- Certain records may remain stored for legal compliance
- Transaction history may be retained for tax and accounting purposes
- Fraud prevention records may be maintained where legally required

ServeDoor may retain necessary information according to operational, regulatory, and legal requirements.

XIX. Intellectual Property Rights

All ServeDoor platform materials including:

- Logos
- Trademarks
- Branding
- Software systems
- Graphics
- Designs
- Technical infrastructure
- User interface elements

remain the intellectual property of ServeDoor unless otherwise stated.

Users may not reproduce, distribute, modify, copy, publish, or commercially use platform materials without written permission from ServeDoor.

XX. Platform Availability

ServeDoor continuously works to maintain and improve platform performance and operational reliability.

Temporary interruptions may occur due to:

- Technical maintenance
- Software updates
- Security upgrades
- Server downtime
- Network failures
- External technical issues

ServeDoor does not guarantee uninterrupted platform availability at all times.

XXI. Force Majeure

ServeDoor shall not be held liable for delays, interruptions, cancellations, or service failures caused by circumstances beyond reasonable control, including but not limited to:

- Floods
- Earthquakes
- Fires
- Storms
- Riots
- Government restrictions
- Internet failures
- Technical infrastructure breakdowns
- Transportation disruptions
- Pandemic situations
- Labor strikes

During such situations, platform services may be temporarily limited, delayed, or suspended.

XXII. Limitation of Liability

ServeDoor shall not be responsible for:

- Restaurant food quality issues
- Delivery delays caused by external conditions
- Internet connectivity problems
- Payment gateway failures
- Device malfunctions
- Third-party service interruptions
- Force majeure events

To the maximum extent permitted by applicable laws, ServeDoor's liability shall be limited to the amount paid for the affected order or service.

XXIII. Suspension and Termination

ServeDoor reserves the right to suspend, restrict, or terminate access to any user account without prior notice if users:

- Violate platform policies
- Engage in fraudulent activity
- Threaten platform security
- Abuse platform services
- Violate applicable laws

Suspended users may lose access to:

- Accounts
- Orders

- Wallet balances
 - Promotional benefits
 - Platform features
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XXIV. Grievance Officer and Dispute Resolution

If users have complaints, legal concerns, policy questions, disputes, or grievances related to ServeDoor services, they may contact the official grievance support team.

Official Contact Information

- Support Email: support@servedoor.com
- Help and Assistance: help@servedoor.com
- Legal and Grievance Email: legal@servedoor.com
- Official Website: [ServeDoor Official Website](#)

ServeDoor aims to review and respond to grievances within a reasonable time period according to applicable laws and operational procedures.

XXV. Changes to Terms of Service

ServeDoor reserves the right to update, revise, modify, replace, or change these Terms of Service at any time without prior notice.

Updated versions may be published on the platform.

Continued use of the platform after updates means acceptance of revised Terms and Conditions.

XXVI. Governing Law and Jurisdiction

These Terms of Service shall be governed by and interpreted according to the laws of India.

Any disputes arising from the use of ServeDoor services shall be subject to the jurisdiction of appropriate courts according to applicable laws.

XXVII. Final Agreement

By using ServeDoor services, you confirm that:

- You have carefully read these Terms of Service
- You understand all platform policies and conditions
- You agree to comply with platform rules
- You accept all legal responsibilities related to platform usage

ServeDoor reserves all rights necessary to protect its customers, restaurant partners, delivery partners, systems, intellectual property, services, and business operations.
