

Terms & Conditions

Effective Date: 01.06.2025

Last Updated: 01.06.2025

Welcome to **hundredchefs.com** ("we," "our," or "us"). By accessing or using our website and services, including placing or accepting food pre-orders for collection or delivery, you agree to be bound by these Terms and Conditions.

Please read them carefully.

1. Definitions

- **User:** Any individual using the website, whether a customer or a chef.
 - **Chef:** A registered user offering food for pre-order on the platform.
 - **Customer:** A registered user ordering food through the platform.
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2. Eligibility

To use our services, you must be at least 18 years old and capable of forming a legally binding contract.

3. Account Registration

- Users must create an account to place or accept orders.
 - You agree to provide accurate information and to keep it up to date.
 - You are responsible for keeping your account credentials confidential.
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4. Use of the Platform

You agree not to:

- Use the platform for illegal or unauthorized purposes.
 - Interfere with the website's security or operations.
 - Post false, misleading, or defamatory content.
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5. Orders and Payments

- All food orders are subject to acceptance by the chef.
 - Prices listed include applicable taxes (if any).
 - Payments are processed securely through our third-party payment provider.
 - We do not take any responsibility for breach of data through our payment provider.
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6. Cancellations and Refunds

- Cancellations are eligible for a full refund if made at least **24 hours before the scheduled start of collection or delivery**, whichever comes first.
 - Some chefs may require **48 hours' notice** for cancellations. In such cases, the specific cancellation window will be clearly displayed on the chef's profile before the customer places an order.
 - Refunds are issued based on the cancellation policy and subject to our discretion in exceptional cases (e.g., non-fulfilment).
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7. Delivery and Collection

- Delivery is available in selected areas and managed either by the chef or third-party couriers.
 - Customers are responsible for providing accurate delivery information.
 - Collection times and instructions will be provided at checkout or on the order page.
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8. Chef Responsibilities

Chefs must:

- Prepare and deliver food in compliance with health and safety regulations.
 - Accurately describe menu items
 - Fulfil orders as promised.
 - Give a clear description of the item and its ingredients and allergens.
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9. Intellectual Property

All content on the website, including text, images, logos, and code, is owned by or licensed to **Hundredchefs.com** and protected by intellectual property laws.

10. Limitation of Liability

We are not liable for:

- Food quality or safety (chefs are independent providers)
 - Delivery delays or failures outside our control
 - Indirect or consequential damages
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11. Termination

We may suspend or terminate your account at any time if you violate these terms.

12. Governing Law

These Terms are governed by the laws of **England**. Any disputes will be resolved in the courts of **England**.

13. Contact Us

If you have questions or concerns:

Hundredchefs.com

Email: **hello@hundredchefs.com**

Address: **20 Wenlock Rd, London N1 7GU**

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