Terms and Conditions

Zomato Partnership Plan

You hereby agree and acknowledge that as part of the Plan and in consideration of the agreed onboarding fees, Zomato will provide onboarding services in accordance with the following terms and conditions:

(a) The one-time photoshoot service of up to thirty (30) images of your menu dishes through authorised third-party service providers will be valid for a period of ninety (90) from the date your restaurant goes live on the Zomato platform for food ordering and delivery services. You will not be able to avail this photoshoot service if the same is not availed within the said ninety (90) days period.

(b) For the photoshoot services, the designated photoshoot personnel will be available at your restaurant location at the date and time as communicated by you for a maximum duration of three (3) hours. It will be your responsibility to ensure all dishes are prepared and ready for the shoot prior to or immediately upon the arrival of the photoshoot personnel for the photoshoot personnel to complete the photoshoot within the stipulated timeframe.

(c) You acknowledge and agree that rescheduling the photoshoot is allowed/permissible only once.

(d) You acknowledge and agree that the one-time ads credit worth up to INR 1,500/- that you receive under the Plan is subject to an eligibility criteria which will be communicated to you by Zomato from time to time. If your restaurant meets this criteria you will be able to claim this discount. The discount must be utilized within thirty (30) days from the date your restaurant goes live under this plan.

(e) The Plan only offers additional benefits for your restaurant page and Zomato does not provide any warranty or guarantee towards the reach, engagement and/or performance for your restaurant.

(f) You agree and acknowledge that in the event your service fee is revised or reduced from the agreed service fee, Zomato reserves the right to void the unclaimed benefits as a part of the Plan.

(g) The offering with respect to Hyperpure discounts shall be governed by separate terms and conditions as may be communicated to you and/or as set out in the https://www.hyperpure.com/Terms.

(h) You have an option to make an upfront payment of the onboarding fee at time of onboarding or reduction from your weekly payouts for food ordering and delivery services in five (5) equal installments.

1) In case you make an upfront payment of the onboarding fee at the time of onboarding, in the event of a payment failure on the platform, the amount of the onboarding fee will be refunded to your source account within three (3) business days. Additionally, if your restaurant is not successfully onboarded on the Zomato platform within fifteen (15) days from the date of receipt of payment of the onboarding fee, due to reasons not attributable to you, the onboarding fee will be refunded to you.

2) In case you choose a post-paid model of payment of onboarding fee, i.e., by way of reduction from your weekly payouts, the onboarding fee will reflect separately and identifiable in your statement of account.

3) For clarity, the onboarding fee payable for the onboarding services is independent of the fee payable by you
to Zomato under the terms and conditions for the food ordering and delivery services.

4) Zomato shall raise tax invoice as per GST laws for such onboarding fee. If as per the applicable tax laws, You are liable to deduct taxes at source ("TDS") on the Onboarding Fees payable to Zomato, then You shall deposit the applicable TDS from your own pocket and shall claim a refund of such TDS from Zomato upon submission of TDS certificate within time stipulated under the applicable law.

5) If you already have an existing restaurant on Zomato platform and are adding a new restaurant, a reduced
onboarding fee will be applicable.