

Payment Terms and Conditions

Updated on: November 2nd, 2023

Payment Agreement between BookMyFood (BMF) and Home Kitchens

Introduction:

BookMyFood is an aggregator connecting home kitchens and users through its user-friendly mobile app. This agreement outlines the payment terms and conditions for home kitchens using the BMF platform.

When home kitchens (“you”) create your first meal listing on BMF, you will be asked to provide a bank account to which you wish to receive payments. You can also access and edit your bank account in the "Settings" section of the app. Please ensure accuracy when entering your bank details to facilitate payment processing.

Payment Terms:

1. Payment Process:

- Payments made by customers for orders will be received by BookMyFood going forward.
- Orders will be auto-confirmed as soon as payment is successfully received from customers.

2. Payment Agreement: Kitchens are required to read and agree to the Terms and Conditions in the Payment Agreement with Book My Food.

3. Providing Payment Details:

- Kitchens must provide their bank account details in the payment configuration section in the app.
- It is essential to ensure that the provided bank account information matches the correct personal identity of the kitchen to facilitate payment processing.
- BookMyFood cannot be held accountable for "incorrect payments" if inaccurate payment details are provided. Kitchens must enter accurate payment information to ensure proper processing of payment.

4. Service fee: As a marketplace, BookMyFood (BMF) applies a service fee of 10% (excluding VAT) for every order processed through the BookMyFood platform and this fee is subtracted from the overall order value. Our objective in implementing this service fee is to contribute to the smooth operation of the platform while ensuring favorable terms for our users.

5. Payment Schedule: Payments to sellers (kitchens) will be made directly into their designated bank accounts as provided by them. Payouts are scheduled twice a month:

- **Mid-Month:** Transactions made from the 21st to the 4th of following month will be paid on the 10th of subsequent month.
- **End of the month:** Transactions made from the 5th to the 20th of every month will be paid on the 25th of the same month.

6. Payment Issues: In case kitchens experience difficulties in receiving payments, they should contact BMF at support@bookmyfood.se. Kitchens should provide details of the problem and include the email with which they registered on BookMyFood for efficient assistance.

7. **Third-Party Payment Provider:** BookMyFood may rely on the support of its payment providers - QuickPay and Swish, third-party providers that formally handles actual payments and any related issues.

Taxes:

1. **Kitchens with Valid VAT ID:** If kitchens have a valid VAT ID and provide this information in the payment configuration page, VAT (Value Added Tax) will be included in the payment receipts to customers/foodies.
2. **Hobby Chefs:** Hobby chefs are responsible for complying with their own tax obligations based on local regulations. BMF does not assume responsibility for tax matters related to hobby chefs.

Cancellation Policy:

For Foodies:

- Foodies can request for cancelation of an order up to 24 hours before the scheduled pickup time.
- To cancel, they must contact the kitchen to obtain confirmation and notify the BookMyFood support team at least 24 hours before the delivery time.
- An administrative cost of 7% will be charged on the total order amount.
- Refunds will be processed within 7 days.

For Kitchens:

- In unforeseen circumstances, kitchens may need to cancel an offering.
- To cancel, kitchens should inform Book My Food at least 24 hours before the scheduled pickup time, if possible.
- An administrative cost of 7% would be charged on the total order amount from the kitchen and would be settled in the next payment schedule.
- Full refund to foodies will be processed within 7 days.

By accepting and agreeing to these terms, both Book My Food and home kitchens on the BMF platform acknowledge their responsibilities and obligations under this payment agreement. Please contact support@bookmyfood.se for any questions or concerns regarding this agreement.

Thank you for reading!

Book My Food AB

<https://www.bookmyfood.se/>