

### **T&C for Digital Ordering & Takeaway in select stores**

- We are launching Digital Ordering & Takeaway through our technology partner –Dotpe Private Limited (“**Technology Partner**”)
- Customer can order either through scanning a QR Code at the Store or ordering ahead through various platform features.
- Our Technology Partner will display our menu to customers, accepting orders and payments from customer, and send updates on the order status.
- Customer needs to identify themselves at the selected Starbucks store & display their unique Oder ID. Only on identification of the customer, will Starbucks start the preparation & handling of the customer order.
- It is the customer’s responsibility to pick up a confirmed order from the selected store.
- TSPL does not guarantee availability of all items at the Store.
- In case of cancellation of order, the refund will be determined by the refund policy of the Technology Partner and the relevant Payment Gateway
- Payment through registered Starbucks physical card & the Starbucks India app will not be available as a mode of payment
- My Starbucks rewards members will not be eligible to earn stars on payments made through these orders
- My Starbucks Rewards members will not be able to redeem their earned benefits for these orders
- Digital Ordering & Takeaway is only available in select stores
- In case customer has placed a confirmed order and does not reach the store before the Store Closing time on the same day, the order will be discarded and no refund will be initiated in this case.
- Store timings, list of stores & store operational format are subject to change

### **Disclaimer for customers ordering through our Technology Partners:**

- Payments made are subject to the terms and conditions of the partner.
- Tata Starbucks shall not be responsible for the working, non-working, errors, glitches of the relevant apps or websites offered by the Technology Partner and the same are at the discretion of the Technology Platform, for which Tata Starbucks shall have no liability whatsoever. Tata Starbucks does not have control over any changes or cancellation of the Terms and Conditions made by the Technology Partners.
- Customers are requested to visit the apps / websites of the Technology Platform Partner for their detailed terms and conditions, which are decided solely at the discretion of the Technology Partners

**GOVERNING LAWS & JURISDICTION**

- a. All applicable laws of India and regulations shall apply to this Offer.
- b. Any dispute with Tata Starbucks shall be governed and construed in accordance with Indian laws and will be subject to the exclusive jurisdiction of Competent Courts at Mumbai only.

**CONFIDENTIALITY**

- a. Any Customer's Personal Data provided by Customer to Starbucks India shall be kept confidential and shall only be used as per Starbucks India's privacy. Starbucks India shall take all reasonable precautions to preserve the integrity and prevent any corruption or loss, damage or destruction of Customer Personal Data.
- b. The Starbucks India Privacy Policy resides here:  
<http://www.starbucks.in/aboutus/companyinformation/online-policies/privacy-statement>

**CONTACT FOR CLARIFICATION**

- a. For information/clarification/queries, please contact us at [Customercare@tatastarbucks.com](mailto:Customercare@tatastarbucks.com) with your query clearly mentioned as the subject of your e-mail.