

## Terms & Conditions for Delivery services by Starbucks in select stores

1. Tata Starbucks Private Limited (“**Starbucks India**”) will be launching “Neighborhood Delivery Services” in select areas, by which customer orders will be directly delivered to them by Starbucks India.
2. Customers can place their orders through a dedicated link “<https://starbucks.dotpe.in/order>” or Registered / Verified Starbucks India WhatsApp number “91 84540 56333”. Currently the service is live in mobile phone only format. You need to be at least 18 years of age or above to place an order.
3. Neighborhood Delivery is only available in select stores as per discretion of Starbucks India. Starbucks India may add or remove stores from this program at its own discretion. Delivery will be subject to your address falling within the defined delivery area of the nearest store. In case the delivery area is not mapped to any store, order cannot be placed.
4. Please place your orders within the hours providing for ordering. Ordering hours will differ from store to store.
5. Basis the customer’s delivery location, a customer might get a choice of stores to place an order from. Customer can choose the store, and once order is accepted, the Neighbourhood orders will be delivered from the same store the order was placed at.
6. All Orders, once placed by the customer and for which payment is successfully processed, will be treated as Confirmed. Customers will also get an order acceptance confirmation from the store.
7. Once an order is placed, customer cannot edit or cancel the order – this includes items or quantities.
8. Once an order is placed, customer cannot edit or change the place of delivery.
9. Store may cancel an order due to non-availability of items, riders or operational limitations or any other valid reason. Notification for same will be shared with customer and any dues if applicable will be refunded to the customer. In case an item ordered by the customer is not available, Starbucks India may choose, on best efforts basis, to reach out to the customer to edit the order through the phone number which was shared while placing the order.
10. Once the order is dispatched, customer will get regular updates and live tracking on the order status along with rider details. Order status will be shared through a website URL which will be shared with the customer through WhatsApp, on the number from which the order had been placed.
11. Delivery Partner or Rider will on best effort basis ensure that Delivery Package will be delivered to the customers’ doorstep. In view of the local restrictions, especially COVID related norms, Delivery Partner or Rider might have to leave the Delivery Package at the nearest safe location for the customer to pick up (like security desk). The customer will be liable to pick up the same as soon as possible. Customer will be notified on the same.
12. The Delivery Arrival Time is an estimated time only. Starbucks India will try to deliver on best effort basis, however there is no guarantee of the same.
13. Orders can be paid through various digital payment methods like Credit Card, UPI etc as available on TSPL’s Technology Partner.
14. The digital receipt visible on order confirmation is not the final tax bill. The Final GST invoice by Starbucks India will be received by the customer along with his Delivery Package.

15. Prices reflected on the ordering platform including any handling or packaging charges are solely determined by Starbucks India. Prices may change at the sole discretion of TSPL.
16. No two different offers can be clubbed and availed together while placing an order.
17. TSPL does not guarantee availability of all items at the Store.
18. We constantly strive to provide accurate information on the menu including item description and images. However, in the event of any error, we may in our sole discretion contact customers directly.
19. Service may be under upgrades & some feature and functions may not be fully operational at all times.
20. Customers are urged to spot suspicious WhatsApp message & interact only with the verified business account.
21. Customers should not submit or post or transmit defamatory, insulting, harassing or threatening details in the feedback section of the ordering services.
22. Customer will not use this service in any way that is unlawful or harms any person or entity. Starbucks India will be entitled to block or blacklist users from using the ordering services for violation of Starbucks' terms and conditions.

#### **T&C related to Neighbourhood Delivery & My Starbucks Reward Program**

1. My Starbucks rewards members are eligible to earn stars on payments made for these orders. However, the rewards will reflect into member's account within 4 working days.
2. My Starbucks Rewards members will not be able to redeem their earned benefits for these orders
3. Delivery Order needs to be placed from same mobile number which is registered in the My Starbucks Reward Program.
4. Payment through registered Starbucks physical card & the Starbucks India app will not be available as a mode of payment.

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

1. Digital Payments made are subject to the terms and conditions of the relevant bank & payment gateway.
2. Starbucks India shall not be responsible for the working, non-working, errors, glitches of the relevant apps or websites offered by the banks and payment gateways, for which Starbucks India shall have no liability whatsoever. Starbucks India does not have control over any changes or cancellation of the Terms and Conditions made by the banks and payment gateways.
3. Customers are requested to visit the apps / websites of the respective Technology Platform Partner for their detailed terms and conditions, which are decided solely at the discretion of the Technology Partners.
4. Starbucks India WhatsApp number is "91 84540 56333" which is a verified business account. This number is managed by one of our Technology Partner. Starbucks India does not ask for any OTPs, personal or banking sensitive information. It is the customer's sole responsibility to keep user identification codes, passwords or banking instrument details secure and not disclose to unauthorized persons.

## **GOVERNING LAWS & JURISDICTION**

- a. All applicable laws of India and regulations shall apply to this Offer.
- b. Any dispute with Starbucks India 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.