

Terms and Conditions for Coffee At Home via Subscription

By purchasing the 'Starbucks Coffee At Home via Subscription' (Hereby known as "Subscription"), you (hereby known as "Customer") agree to the following terms and conditions.

1. Tata Starbucks Private Limited ("**Starbucks India**") will be launching "Subscription" with technology partner Dotpe Private Limited and Logistics partner Blue Dart Express Ltd.
2. Customers can place their orders through a dedicated link or Registered / Verified Starbucks India WhatsApp number + 91 84540 56333. Currently the service is live in mobile phone format only.
3. Customer needs to be at least 18 years of age or above to place an order.
4. The menu for Subscription can be viewed at <http://starbucks.dotpe.in/subscription>, where you can place your subscription orders and make payments.
5. Customer should place order only through the above stated means, request for subscription directly at store cannot be fulfilled.
6. Orders can be paid through various digital payment methods like Credit Card, UPI etc as available on Technology Partner
7. 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.
8. Pricing of subscription services including any handling or packaging charges are solely determined by Starbucks India. Prices may change at the sole discretion of Starbucks India.
9. Starbucks India does not guarantee availability of all items at all times for the subscription.
10. 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.
11. Only delivery addresses serviceable by our logistics partner will be accepted by the portal. Addresses out of the reach of delivery partner will not be serviced. It is the customer's responsibility to ensure that he enters his correct and complete address including landmark & PIN Code .
12. Once the order is dispatched, Customer will get regular updates through SMS through our Partners.
13. Logistics Partner on best effort basis will ensure that Package will be delivered to the customers' door step. In view of the local restrictions, especially COVID related norms, Logistics Partner might have to leave the Delivery Package at the nearest safe location for the customer to pick up (like security desk) or at the nearest Logistics Partner's hub. The customer will be liable to pick up the same as soon as possible. Customer will be notified on the same.
14. In case of cancellation of order by the customer, no refund will be provided.
15. Delivery of coffee will not be made sooner than 10 days from the date of ordering/purchase of subscription
16. Customer will not be able to make any changes to his subscription services or cancel the order once placed.
17. Amount payable will have to be paid by the customer in advance. Cash on Delivery option is not available.
18. Any product ordered from subscription should not be used for resale purpose.

19. Service may be under upgrades & some feature and functions may not be fully operational at all times.
20. Starbucks India WhatsApp number is “91 84540 56333” which is verified business account. Starbucks does not ask for any Financial Bank OTPs or banking related details. Customers are urged to spot suspicious WhatsApp message & interact only with the verified business account
21. 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 Product

1. Customer is made aware that if they select ground coffee, Tata Starbucks would be required to open the packet, grind the whole beans as per the specifications of the customer, and place the product back in the same pouch, and reseal the same for dispatch to the customer;
2. Shelf life declaration: Whole coffee beans are best before 8 months for the date of packaging. This may not be entirely applicable for ground beans / coffee powder.

T&C related to At Home Coffee via Subscription & 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 OTP’s, 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 with your query clearly mentioned as the subject of your e-mail.