

Terms and Conditions

BVR Bangaru Vakili Family Restaurant
Shivaji Nagar Circle, Nalgonda, Telangana – 508001
☎7337334474 / 9701054013

Effective Date: April 7, 2026

1. Introduction

By placing an order through the BVR Bangaru Vakili Family Restaurant online ordering platform (accessible via our QR code-based web application), you agree to be bound by these Terms and Conditions. Please read them carefully before placing your order. If you do not agree with any part of these terms, please refrain from using our platform.

2. Order Placement & Confirmation

- All orders placed through the platform are subject to confirmation by the restaurant.
- Once an order is placed and payment is completed, it enters our kitchen preparation queue.
- The restaurant reserves the right to accept or reject any order based on delivery location, item availability, or operational capacity.
- You will receive an order confirmation on-screen with a unique Order ID upon successful payment.

3. Delivery Policy

- Delivery services are available within a 6 km radius of Shivaji Nagar Circle, Nalgonda.
- Orders placed from locations outside this radius may be cancelled by the restaurant at its discretion.
- Estimated delivery time is 30–45 minutes from order confirmation, subject to traffic, weather, and order volume.
- Orders are accepted only between 11:00 AM and 11:00 PM IST, every day.

4. Refund & Cancellation Policy

4.1 No Refund — Customer-Side Issues

No refund will be issued in the following circumstances:

- The customer does not answer/lift the delivery person's call upon arrival.
- The customer is unreachable at the provided phone number after the order has been prepared and dispatched.
- The customer refuses to accept the order after it has been placed, prepared, and dispatched.
- The customer provides an incorrect or incomplete delivery address.
- The order was placed in error by the customer after payment was successfully processed.

4.2 Full Refund — Restaurant-Side Cancellation

A full refund will be processed in the following circumstances:

- The restaurant is unable to fulfil the order due to item unavailability.
- The restaurant rejects the delivery order because the address is outside the serviceable area and the system failed to detect this at the time of order placement.
- The restaurant cancels the order due to operational reasons, kitchen issues, or force majeure events.
- The customer receives a wrong or substantially incorrect order due to a restaurant error.

4.3 Refund Processing Timeline

- Approved refunds will be credited to the original payment source **within 5-7 business days**.
- Refunds are processed through the same payment gateway used for the original transaction (Razorpay).
- For any refund queries, contact us at 7337334474 / 9701054013.

5. Payment Terms

- All payments are processed securely through **Razorpay**, a PCI-DSS compliant payment gateway.
- We accept payments via UPI (Google Pay, PhonePe, Paytm, BHIM, and others), Debit Cards, Credit Cards, and Net Banking.
- Orders are only confirmed after successful payment. Unpaid orders will not be processed.
- We do not store any card or UPI credentials on our servers. All payment data is handled entirely by Razorpay's secure infrastructure.

6. Payment Security & Compliance

BVR Bangaru Vakili Family Restaurant takes the security of your financial data with utmost seriousness. We adhere to the following standards:

- All payment transactions are encrypted using TLS/SSL technology.
- Payment processing is handled by Razorpay, which complies with PCI-DSS (Payment Card Industry Data Security Standard) guidelines.
- We do not collect, store, or transmit any sensitive payment information (card numbers, UPI PINs, or CVV codes) through our platform.
- We are fully compliant with all applicable RBI (Reserve Bank of India) guidelines on digital payments.
- Our platform and payment infrastructure are ready and open to undergo any regulatory, financial, or security audits as required by authorities.

7. Food Licence & Regulatory Compliance

- BVR Bangaru Vakili Family Restaurant holds a valid FSSAI (Food Safety and Standards Authority of India) Food Licence, which is approved and in force.
- All food is prepared under hygienic conditions in compliance with applicable food safety regulations.
- We are committed to maintaining the highest standards of food quality and are open to inspections by relevant food safety authorities at any time.

8. Menu & Pricing

- Menu items and prices displayed on the platform are subject to change without prior notice.
- Prices are inclusive of applicable taxes unless stated otherwise.
- The restaurant reserves the right to add, remove, or modify menu items at any time.

9. Customer Responsibilities

By placing an order, you confirm that:

- You are providing accurate contact information (name, phone number, and delivery address).
- You will be available and reachable at the provided phone number during the delivery window.
- You are of legal age to purchase food and beverages as applicable.
- You will not misuse the platform, place fraudulent orders, or initiate false payment disputes.

10. Limitation of Liability

BVR Bangaru Vakili Family Restaurant shall not be held liable for:

- Delays in delivery caused by circumstances beyond our control (traffic, weather, natural events).
- Allergic reactions due to undisclosed dietary requirements or allergies not communicated at the time of ordering.
- Loss or damage to the order after it has been handed over to the customer or left at the delivery address as instructed.

11. Privacy Policy

- We collect your name, phone number, and delivery address solely for the purpose of processing and delivering your order.
- Your data is stored securely in our database and is not sold, shared, or transferred to any third party other than our delivery personnel for the purpose of order fulfilment.
- By placing an order, you consent to the use of your contact information for order-related communications.

12. Governing Law

These Terms and Conditions are governed by and construed in accordance with the laws of India. Any disputes arising from the use of this platform shall be subject to the exclusive jurisdiction of the courts in Nalgonda, Telangana.

13. Contact Us

For any questions, concerns, or refund requests, please reach out to us directly:

- ☒ **Phone:** 7337334474 / 9701054013
- ☒ **Address:** Shivaji Nagar Circle, Nalgonda, Telangana – 508001
- ☒ **Support Hours:** 11:00 AM – 11:00 PM IST, Every Day

BVR Bangaru Vakili Family Restaurant reserves the right to update these Terms and Conditions at any time without prior notice. Continued use of the platform after any changes constitutes acceptance of the revised terms.

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