

属于店家自己的网络点餐系统

Gofood

GOFOOD.UK

YOUR VERY OWN ONLINE ORDERING SYSTEM

Gofood.UK Client Agreement

Welcome and thank you for choosing Gofood.UK for your online ordering solutions. In this document we will introduce you to the details of our agreement and what we expect from you as well as what you can expect from us. By using our services you agree to the following terms.

Welcome

1. we are Gofood.UK, when we say '**we**', '**us**' or '**Gofood.UK**' that is who we are, we own and run the services that help you take online orders. our registered name is '**GOFOOD.UK ONLINE LTD**' company number: 12702164
2. When we refer to '**services**' we are talking about the gofood ordering solutions and any components that may be offered at no extra cost by us or subscribed to with a fee by the client, where we provide you with the login credentials to gain access with.
3. When we talk about '**you**', '**the client**' or '**the restaurants and takeaways**', this means yourself as well as any organisation you work for or represent on behalf of.

What you can Expect from us

4. It is our duty to assist you in every possible way with the solutions we provided for you, this includes setting up both the hardware and software environment at the business location, training you on how to use the system and solving technical issues that may occur in relation to our services. It is in our best of interests to support you as much as we can with no additional charges, however, in the case of instances where additional charges are unavoidable, we will notify you in advance before any job commencement at a case to case basis.
5. Upon request, the client may delegate control of social media accounts to us for monitoring and managing purposes, The delegation service can be a free service for an initial period chosen by us to boost your business's online presence or as a subscribed service that runs on a monthly basis with a fee.



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[/gofood.uk](https://www.facebook.com/gofood.uk)

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What we expect from you

6. By using our services, you acknowledge that you will provide us with information we require truthfully to the best of your knowledge about you and your business, you consent us the right to use this information on your behalf to fill in any forms both physically and electronically in order to grant you access to use the solutions.
7. You agree to make payments accordingly to your payment plan inline to our pricing models at the <**What do we charge**> section below in this document, this can happen automatically on a deduction basis or manually on an invoicing basis.
8. By agreeing to this agreement you also agree to our software developer's <End User Licence Agreement> which can be found at www.gofood.uk/EULA
9. While taking payments from your customers with our solutions, you are responsible for any payment dispute that may result in a refund and its fees for processing such payments.

What do we charge

10. At Gofood.uk, we believe in a win-win relationship with our restaurants and takeaways, we work hard to keep our fees competitive so you can keep as much of your hard-earned profits as possible, simply put, our fee structure is based on 3 main elements: One-time setup fee, Card processing charges and Order placement fee.
11. **One time setup fee** is the fee we charge only once at the beginning of our services, this is the fee to cover any initial costs in order for us to bring your ordering system to live. eg. Hardware and labour costs
12. **Card processing charges** is the fee we pay to payment gateways in order to take online card payments. (Subscription required)
13. **Order placement fee** (Service Charge) is the fee paid by customers who placed orders via our online solution, this is how we make money.



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14. Fees for electronic transactions such as Card payments will happen automatically, the fees will be deducted before the payment reach your account. however, fees for physical transactions such as Cash payments will be calculated manually, customers will pay you first and we will invoice you at the end of each month.
15. There is also monthly subscriptions depending on the services you chose to use, for a list of our services and fees, please refer to our fee table at www.gofood.uk/pricing
16. We might make changes to our services, or to our content, or how our content or the information is displayed or described, at any time. Those changes might interfere with the operation of your business but, unfortunately, that's a risk you agree to accept by using our services.
17. Although we can change any of our user terms, or the terms of our license, or our payment models, at any time, we will take reasonable steps to let you know when we do so.
18. We encourage you to talk to us first if there are any problems with our services, or if you are unsatisfied with our services for any reason, however, if you have decided to leave us both permanently or temporarily, you can notify us in writing at any time during this agreement, both electronically such as emails, texts and online messages, or physically such as letters through the post.
19. We can suspend or terminate our services provided for you at any time for any breach of these user terms or if we think your business adversely affects our reputation in any way.
20. Any suspension or termination will happen immediately at the point of notification by either us or you. any fees that occurred before this will be calculated and a final invoice will be issued, you are still obligated to make such payments accordingly.

Right to Change

Leaving from the pack



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