**Terms and Conditions**

1. **Introduction**
   * Welcome to FoodBengal. By accessing our website or using our services, you agree to be bound by these terms and conditions.
2. **Services**
   * FoodBengal provides an online platform for ordering food from various restaurants and food vendors.
3. **User Responsibilities**
   * Users must provide accurate and complete information during registration and ordering.
   * Users are responsible for maintaining the confidentiality of their account information.
4. **Orders and Payments**
   * Orders can be placed through our website or mobile app.
   * All payments must be made at the time of ordering using the provided payment methods.
5. **Delivery**
   * Delivery times may vary based on location and restaurant availability.
   * FoodBengal is not responsible for delays caused by unforeseen circumstances.
6. **Refunds and Cancellations**
   * Refunds are available for food delivery orders in cases of incorrect or unsatisfactory orders. Refund requests must be made within 24 hours of delivery.
   * Cancellations can be made within 2 minutes of placing the order. After this period, cancellations may not be accepted if the restaurant has already started preparing the food.
7. **Limitation of Liability**
   * FoodBengal is not liable for any damages arising from the use of our services, including but not limited to delivery delays, incorrect orders, or food quality issues.
8. **Governing Law**
   * These terms and conditions are governed by the laws of India. Any disputes will be subject to the jurisdiction of the courts in Pune, Maharashtra.

**Privacy Policy**

1. **Introduction**
   * FoodBengal values your privacy. This policy outlines how we collect, use, and protect your personal information.
2. **Information Collection**
   * We collect personal information such as name, contact details, and payment information when you register or place an order.
   * We may collect non-personal information such as browser type, IP address, and usage patterns.
3. **Use of Information**
   * Personal information is used to process orders, manage accounts, and communicate with users.
   * Non-personal information is used to improve our website and services.
4. **Data Protection**
   * We implement security measures to protect your personal information from unauthorized access or disclosure.
   * We do not sell, trade, or otherwise transfer your personal information to third parties without your consent, except as required by law.
5. **Cookies**
   * We use cookies to enhance your browsing experience. You can choose to disable cookies, but this may affect the functionality of our website.
6. **Changes to Privacy Policy**
   * We may update this policy from time to time. Any changes will be posted on this page.

**Refunds and Cancellations Policy**

1. **Refunds for Food Delivery**
   * Refunds are available for food delivery orders in cases of incorrect or unsatisfactory orders.
   * To request a refund, please contact our customer service within 24 hours of delivery with your order details and reason for the refund request.
   * Approved refunds will be processed within 5-7 business days back to the original payment method.
2. **Order Cancellations**
   * Cancellations can be made within 2 minutes of placing the order.
   * If the restaurant has already started preparing the food, cancellations may not be accepted, and no refund will be provided.
   * To cancel an order, please contact our customer service immediately with your order details.
3. **Contact Information**
   * For any queries regarding refunds and cancellations, please contact our customer service team at sales@foodroot.in or call us at 8411050204.

By using FoodBengal, you agree to the above Terms and Conditions, Privacy Policy, and Refunds/Cancellations Policy. Thank you for choosing FoodBengal for your food delivery needs.