

Abhiko Restaurant Partner Terms & Conditions

Effective Date: 09/09/2025

1. Introduction

Welcome to **Abhiko**, a brand owned and operated by **Suttle Technology Private Limited** (“we”, “our”, or “Abhiko”).

These Terms & Conditions (“**Terms**”) govern your registration, use, and continued partnership as an approved restaurant on the Abhiko Platform — including our website, restaurant partner panel, mobile apps, and integrations with the **Abhryder** delivery fleet.

By signing up as a restaurant partner, you agree to comply with these Terms in full.

2. Eligibility & Registration

To be onboarded, you must:

- Hold a valid FSSAI license.
 - Provide correct GST details (if applicable).
 - Submit required KYC documents, business proofs, and contact information.
 - Keep all submitted information accurate and up-to-date.
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3. Restaurant Obligations

As a registered Abhiko restaurant partner, you agree to:

- List accurate menu items with correct prices and real-time availability.
 - Update your menu, hours, and any item changes promptly in your partner panel.
 - Prepare and pack orders promptly, ensuring food quality and hygiene standards.
 - Cooperate with assigned **Abhryder** delivery partners for smooth handover.
 - Handle any customer complaints about food quality with fairness and good faith.
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4. Zero Commission Model

Abhiko operates on a **zero-commission** model. This means:

- Abhiko does not charge any percentage commission on your sales.
- You retain 100% of the food value paid by customers.

- You are solely responsible for paying delivery fees or service fees to Abhryders, if agreed, or covering delivery costs yourself.
 - You may choose to pay an optional onboarding fee or subscription (if applicable) for premium features.
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5. Order Management

- You receive customer orders in real-time through your restaurant dashboard or partner app.
 - You must accept or reject an order within a reasonable time (as per operational guidelines) to avoid auto-cancellations.
 - Once accepted, you must prepare the order within the promised preparation time.
 - You have the right to assign deliveries to your own staff or use the Abhryder fleet.
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6. Payments & Settlements

- Payments collected from customers (online payments) will be settled to your registered bank account per the agreed payout cycle.
 - You must provide and maintain valid bank account details for settlements.
 - Any taxes (GST) compliance is your responsibility.
 - Abhiko may deduct applicable fees for optional value-added services, payment gateway charges, or penalties for verified breaches (e.g., frequent order cancellations or fraud).
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7. Use of Brand & Content

- You grant Abhiko the right to display your restaurant name, logo, menu, images, and offers on the Platform.
 - All content must be accurate and lawful. You are responsible for intellectual property rights to images, logos, or promotional material provided.
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8. Customer Data

- Customer contact details shared via orders must be used **solely** to fulfill the specific order.
 - You may not misuse, store, or sell customer data for other marketing purposes outside Abhiko without explicit consent.
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9. Restaurant Account Security

- You are responsible for safeguarding your Partner Dashboard and login credentials.
 - Notify Abhiko immediately if you suspect unauthorized access or misuse.
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10. Termination

Abhiko reserves the right to suspend or terminate your partnership if:

- You violate these Terms.
- You consistently deliver poor food quality or receive excessive customer complaints.
- You misuse customer data or engage in fraudulent activities.
- Required licenses or registrations expire or are revoked.

You may terminate the partnership anytime with written notice, subject to settling any dues.

11. Limitation of Liability

- Abhiko is not liable for food quality, ingredient-related issues, or non-compliance with local food safety laws.
 - You are solely responsible for complying with local food preparation, storage, and delivery laws.
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12. Governing Law & Jurisdiction

These Terms shall be governed by the laws of India.

Any disputes shall fall under the exclusive jurisdiction of the **Hon'ble High Court at Kolkata, India.**

13. Contact Us

For questions, settlement clarifications, or account issues:

 support@abhiko.com

 **Suttle Technology Private Limited, Vill Po Bhimpur Nadia, Bhimpur, Nadia, Krishnaganj, West Bengal, India, 741167**

 **8918770980**



Abhiko Kitchen Manager (Akm) Terms & Conditions

Effective Date: 09/09/2025

1. Introduction

Welcome to Abhiko, a platform owned and operated by **Suttle Technology Private Limited** (“we”, “our”, or “Abhiko”).

These Terms & Conditions (“Terms”) govern your role and usage as an **Abhiko Kitchen Manager (Akm)** — an authorized individual who manages orders, menu, and related restaurant operations on the Abhiko Partner App.

By using your Akm account, you agree to comply with these Terms.

2. Role of Akm

- Akm accounts are created and controlled under a registered **Restaurant Partner Account** on Abhiko.
 - Akm users are authorized by the restaurant to manage:
 - Accepting/rejecting customer orders.
 - Updating menu items, availability, and prices (as permitted by the restaurant).
 - Coordinating with Abhryder delivery partners for smooth order handovers.
 - Akm **does not own** the restaurant account, customer data, or payment settlements. All commercial rights remain with the registered Restaurant Partner.
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3. Eligibility & Access

To operate as an Akm, you must:

- Be officially assigned by a registered Restaurant Partner on Abhiko.
 - Use only the login credentials provided for you.
 - Maintain confidentiality of your account details.
 - Not transfer or share your access with any unauthorized person.
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4. Akm Obligations

As an Akm, you agree to:

- Operate the restaurant partner app responsibly and in good faith.
 - Accept and process orders within reasonable timelines.
 - Ensure accuracy when updating menu items, availability, or prices.
 - Cooperate with delivery partners for timely food dispatch.
 - Immediately report any technical issues, fraudulent activity, or misuse to Abhiko support.
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5. Restrictions

You agree that you will **not**:

- Misuse customer information for any purpose beyond fulfilling the assigned order.
 - Modify bank details, legal information, or ownership settings of the restaurant account.
 - Cancel or reject orders without genuine reasons.
 - Engage in fraudulent or negligent practices that harm the restaurant or Abhiko's reputation.
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6. Accountability

- All actions performed under your Akm account will be considered as actions on behalf of the restaurant.
 - The registered restaurant is fully responsible for your activities on the platform.
 - Abhiko may suspend or revoke your Akm access if you are found in violation of these Terms.
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7. Data & Privacy

- You will have limited access to customer order details necessary for fulfillment only.
 - You may not store, copy, sell, or misuse any customer or restaurant data.
 - Abhiko reserves the right to monitor and audit Akm account activity.
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8. Termination of Access

Abhiko or the Restaurant Partner may suspend or terminate your Akm account if:

- You violate these Terms.
 - You misuse customer or restaurant data.
 - You consistently fail to manage orders/menu responsibly.
 - The Restaurant Partner account itself is suspended or terminated.
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9. Limitation of Liability

- Abhiko is not liable for any losses, mistakes, or damages caused by your negligence or misuse of the platform.
 - The Restaurant Partner remains responsible for any disputes, penalties, or liabilities arising from your actions.
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10. Governing Law & Jurisdiction

These Terms are governed by the laws of **India**.

Any disputes shall fall under the exclusive jurisdiction of the **Hon'ble High Court at Kolkata, India**.

11. Contact Us

For support, technical issues, or account-related queries:

 support@abhiko.com

 **Suttle Technology Private Limited, Vill Po Bhimpur Nadia, Bhimpur, Nadia, Krishnaganj, West Bengal, India, 741167**

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Abhiko Multi-Restaurant Owner (MRO) Terms & Conditions

Effective Date: 09/09/2025

1. Introduction

Welcome to **Abhiko**, a platform owned and operated by **Suttle Technology Private Limited** (“we”, “our”, or “Abhiko”).

These Terms & Conditions (“Terms”) govern your role and usage as a **Multi-Restaurant Owner (MRO)** — an authorized account type that allows owners/operators to manage **multiple restaurant branches or outlets** from a single app window/dashboard on Abhiko.

By creating or using an MRO account, you agree to comply with these Terms.

2. Role of MRO

- An MRO account is designed for restaurant groups, chains, or operators managing **more than one outlet** on Abhiko.
 - As an MRO, you can:
 - Add, manage, and control multiple restaurant outlets from a single login.
 - Monitor sales, orders, and settlements across outlets.
 - Manage menus, pricing, and availability at both **global (all outlets)** and **individual outlet** levels.
 - Assign roles (e.g., Akm users or outlet managers) for each restaurant.
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3. Eligibility & Registration

To qualify for an MRO account, you must:

- Own or operate multiple registered restaurants with valid FSSAI licenses.
 - Provide GST and KYC details for each registered outlet.
 - Maintain accurate, up-to-date business and banking information for settlements.
 - Be legally authorized to operate under the registered business entity.
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4. MRO Obligations

As an MRO, you agree to:

- Ensure each outlet under your account complies with Abhiko's **Restaurant Partner Terms & Conditions**.
 - Provide accurate and lawful menu, pricing, and operational details for every outlet.
 - Maintain food quality, hygiene, and order fulfillment standards consistently across outlets.
 - Cooperate with delivery partners (Abhryder fleet or self-managed delivery staff) for timely order handovers.
 - Handle escalations or complaints arising from **any outlet under your MRO account**.
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5. Order & Menu Management

- Orders will be routed to each respective outlet based on customer location and restaurant availability.
 - You (or assigned Akm/outlet managers) must ensure prompt acceptance and fulfillment of orders.
 - Menus may be updated centrally (applied to multiple outlets) or individually per outlet.
 - Any changes in hours, item availability, or pricing must be updated promptly.
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6. Payments & Settlements

- Payments for each outlet will be settled separately into the bank account registered for that outlet.
 - You must ensure valid and accurate bank details are maintained for every outlet.
 - Taxes (GST) compliance is your responsibility for each registered outlet.
 - Abhiko may deduct applicable service charges (gateway fees, optional subscriptions, penalties for verified breaches).
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7. User Roles & Access

- As MRO, you are the **primary account holder** with full rights to manage all outlets.
 - You may assign roles such as:
 - **Outlet Manager / Akm** – for order & menu operations.
 - **Admin Staff** – for analytics, reports, or limited account access.
 - You are responsible for all actions taken by users under your MRO account.
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8. Customer Data

- Customer information is accessible only at the outlet level for order fulfillment.
 - You may not store, misuse, or share customer data across outlets for external marketing without consent.
 - Abhiko reserves the right to monitor data usage to prevent misuse.
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9. Account Security

- You are responsible for securing your MRO login credentials.
 - Any unauthorized access or misuse under your MRO account remains your liability.
 - Notify Abhiko immediately in case of suspected breaches.
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10. Termination of Access

Abhiko reserves the right to suspend or terminate your MRO account if:

- You or any outlet under your account violates these Terms.
- Required licenses or registrations expire or are revoked.
- You misuse customer or restaurant data.
- Fraudulent or unlawful activity is detected.

You may terminate your MRO account with written notice, subject to settling all dues/outstanding amounts.

11. Limitation of Liability

- Abhiko is not liable for food quality, delivery delays, or compliance issues at your outlets.
 - You are fully responsible for compliance with **local food safety, tax, and labor laws** across all outlets.
 - Abhiko's liability is limited to providing the technology platform and agreed settlement services.
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12. Governing Law & Jurisdiction

These Terms shall be governed by the laws of **India**.

Any disputes shall fall under the exclusive jurisdiction of the **Hon'ble High Court at Kolkata, India**.

13. Contact Us

For support, settlements, or escalations:

 support@abhiko.com

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