

Welcome to Zerofat!

These terms and conditions outline the rules and regulations of the use of Zerofat's website and monthly meal plan subscriptions at <https://www.zerofat.ae/>.

Please read them carefully.

By using the page on the website, you agree to these terms and conditions. If you do not agree, you should not use this site.

By paying and subscribing to our monthly packages you agree to these terms and conditions.

General

The following terminology applies to these Terms and Conditions, Privacy Statement and Disclaimer Notice, and all Agreements: "Client", "You" and "Your" refers to you. "The Company", "Ourselves", "We", "Our" and "Us", refers to our Company. "Party", "Parties", or "Us", refers to both the Client and ourselves.

Copyright & Trademarks

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License

Zerofat reserves the right to monitor all comments and to remove any comments which can be considered inappropriate, offensive, or cause breach of these Terms and Conditions.

You are entitled to post the Comments on our website and have all necessary licenses and consents to do so; The Comments do not invade any intellectual property right, including without limitation copyright, patent, or trademark of any third party;

The Comments do not contain any defamatory, libelous, offensive, indecent, or otherwise unlawful material which is an invasion of privacy

The Comments will not be used to solicit or promote business or custom or present commercial activities or unlawful activity.

You hereby grant Zerofat a non-exclusive license to use, reproduce, edit and authorize others to use, reproduce and edit any of your Comments in any forms, formats, or media.

Privacy & Payments

Zerofat does not retain any credit/debit card information nor do we disclose any personal details or information to a third party. Data collected by us is used to take and fulfil customer orders. We receive payments through the payment link on our website. No cash payment for our monthly subscriptions is accepted in any of our branch restaurants.

All credit card and debit payments are collected through a third-party link; Paymob & Stripe via a secured connection.

The customer should save a copy of the completed transaction.

All prices are shown in AED and are VAT inclusive.

All prices are correct at the time of publishing on this site; however, may change at any time without notice. Zerofat uses cookies to identify the areas of our website that you have visited. We use cookies to enhance the performance and function of our website. If you disable cookies, you may not be able to access them functionally on our website.

Disclaimer

We have the right to change/modify the above Terms & Conditions without prior notice.
We have the right to change any of our meal plans' names/prices/recipes without prior notice.

Monthly Meal Plan Subscription

It is under the customer's responsibility to inform us of any food allergy before subscribing to our plans. Our fixed packages will have fixed meals for a month. No changes in any of the meals will occur without written consent from one of our staff members.

Any changes requested by the customer will take two working days to be applied if requested before 4:00 pm. This includes but is not limited to; freeze/unfreeze of meal plans, changing one of the main or side dishes, changing the menu, upgrading or downgrading to another menu.

Any upgrading or/and downgrading from one subscription to another will have a charge of 200 AED in addition to the difference in package prices.

The maximum freezing period of the monthly meal plan is 30 days in total. In case the customer exceeds the mentioned period of freezing, the meal plan will automatically be cancelled.

If your order has been delivered with an item missing or wrong order, you must contact us on our number and provide a picture of the wrong item.

Delivery Options

Orders will be dispatched via a designated courier who may offer a trackable service from door to door. Specific delivery timings will not be guaranteed by Zerofat or the delivery company.

In case of any changes in address and/or timing of delivery, the customer must inform Zerofat two working days earlier before 4:00 pm.

We can take no responsibility for delays in transit caused by factors outside of our control.

It is under the customer's responsibility to properly store the food once it has been delivered. The delivery company may provide evidence of time/location and condition of the meal plan boxes/cooler bags. We cannot be held liable for any loss caused by late delivery. If we deliver late, you are not entitled to regard this as breach of contract.

Goods will be delivered to the delivery address supplied by you.

If you or anyone at the delivery address is not available to accept delivery, then you must contact us or the carrier to arrange an alternative delivery date, or address where necessary. If any goods are returned to us by the carrier, you will incur additional delivery costs to have the item re-delivered.

We always ensure that items are packaged safely to protect the contents.

Buyers must note and agree to these delivery conditions or refrain from purchasing from this website.

Shortages, Damages, Discrepancies and/or Loss In Transit

We cannot be held responsible for any delay, loss or damage caused by the delivery service, and we are under no obligation to credit or replace goods.

If your order has been delivered short, you must contact us within 3 days of the date of delivery. If goods have been damaged or supplied short, then you must keep those goods in one place, separate from any other goods and be available for our inspection if we wish, before we decide what action to take.

Indemnification

You hereby agree to indemnify, defend, and hold ZEROFAT Group, its licensors, licensees, distributors, agents, representatives and other authorized users, and each of the foregoing entities' respective resellers, distributors, service providers and suppliers, and all of the foregoing entities' respective officers, directors, owners, employees, agents, representatives and assigns (collectively, the "Indemnified Parties") harmless from and against any and all losses, damages, liabilities and costs (including settlement costs and any legal or other fees and expenses for investigating or defending any actions or threatened actions) incurred by the Indemnified Parties in connection with any claim arising out of any breach by you of these terms of use or claims arising from your use of any Zerofat site. You shall use your best efforts to cooperate with Zerofat in the defence of any claim. Zerofat reserves the right, at its own expense, to employ separate counsel and assume the exclusive defence and control of any matter otherwise subject to indemnification by you.

Refunds

The company does not offer any money-back guarantees. You recognize and agree that you shall not be entitled to a refund for any purchase under any circumstances, one hundred percent (100%) of all Fees due and paid are NON-REFUNDABLE.

Disputes

Any dispute or claim arising out of or in connection with this website shall be governed and construed in accordance with the laws of UAE.

Health Condition

Zerofat will not be held responsible for any health-related complications.

It is under the customer's responsibility to inform our staff of any health conditions before subscribing. It is highly recommended for the customer to obtain a physician opinion before subscribing to the Keto package especially if the customer has a health condition this includes but is not limited to; gallbladder, diabetes, liver, pancreatic, heart disease.

Contacting Us

If there are any questions regarding the terms & conditions, you may contact us as below: Email:

info@zerofat.ae

Number: 042456555

Location: Zerofat Group

Zerofat reserves the right to freeze your account on their system if you violate any of the following rules:

- 1- The weekly receipt days must be at least 4 days.
- 2- 2- Attempting to temporarily suspend the subscription for a period exceeding 30 days without referring to customer service.
- 3- 3- In case of discovering any loophole in the application or the website and exploiting it without referring to customer service.
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