

TERM & CONDITIONS

Payments

We accept all major credit and debit cards, however we do not accept cheques.

Privacy Policy

Our site uses high level data encryption (SSL Certified) to ensure that your credit card (and other payment information) is kept private and secure. We will never display to your card number- only the last few digits. You may delete your saved card information whenever you like.

Use of Personal Information

We are committed to ensuring that all your personal information is secure. In order to prevent unauthorised access or disclosure we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online. We use personal information to allow us to process your service requests, provide access to privileged areas of the Websites, send out newsletters, personalize your visit to our websites, personalize your use of our Products, and enable us to improve the products and services we offer. We may occasionally carry out market research and send you details of services and offers that we think may be of interest to you. If you do not wish to receive such information, please e-mail info@indibites.com or, alternatively, when we send you an e-mail or text message, it will contain a provision for you to opt out of receiving any further information from us.

Offers

We reserve the right to withdraw any offers after a limited period of time. Offers cannot be used in conjunction with other promotions/offers. Price is subject to change without prior notice

Refund Policy

We do not process any refund once the food is delivered, unless there is a conflict with delivery.

Cancel Order

Once your order has been placed, we set about cooking straight away. That means should you wish to cancel your order, please call within 5 minutes of placing the original order to receive a full refund. Please call us 0208 704 4400 (rather than email) when requesting a cancellation. However, if you wait too long we can't guarantee that your order will be cancelled.

Deliveries

- We aim to deliver your order with 30-45 minutes, during busy times it can take longer. For the fastest delivery times please try to order before 5:30 or after 8:30 or you place an advanced order, however on occasions it can be difficult to predict. If circumstances out of our direct control cause the delivery to be delayed we will do our very best to keep you updated.
- Free home delivery within 3 miles radius on order over £ 15
- We reserve the right to cancel your order if we are unable to establish contact with you by phone or email after you have placed an order. This is to protect ourselves against

fraudulent and hoax orders. In some circumstance (for example exceptionally large orders) we may insist on a deposit to be paid in advance before confirming your order. If you order online or over the phone, the total price will be confirmed to you before the order is completed.

Allergies

We cannot guarantee that any of our foods are free from nuts or nut derivatives. We cannot guarantee that our food will be free from any other ingredients that may causes allergies or allergic reactions. We cook all dishes from scratch therefore a large number of ingredients are present in our kitchen. Please let us know prior to ordering if you have any allergies or dietary requirements.