



# EDD Hub takeaway and restaurant terms and conditions

Terms applying to approved takeaway and restaurant accounts

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<b>Company</b>	EDD HUB LTD (company number 891642)
<b>Registered office</b>	1D Cross Street, Perth, PH2 8JQ
<b>Website</b>	<a href="http://www.eddhub.co.uk">www.eddhub.co.uk</a>
<b>App / platform</b>	<a href="http://www.eddhub.app">www.eddhub.app</a>
<b>Support / complaints</b>	<a href="mailto:support@eddhub.co.uk">support@eddhub.co.uk</a>
<b>Privacy contact</b>	<a href="mailto:privacy@eddhub.co.uk">privacy@eddhub.co.uk</a>
<b>Billing contact</b>	<a href="mailto:billing@eddhub.co.uk">billing@eddhub.co.uk</a>
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This document is prepared for publication/use with the EDD Hub website and app. It is written for the current MVP operating model and should be reviewed if the product, payments, jurisdictions, data processing, or delivery model changes.



## 1. Introduction

These Takeaway Terms apply to takeaways, restaurants, food businesses, brand owners and authorised business users who register for, access or use EDD Hub to create overflow delivery requests.

By creating a takeaway account, accepting these Takeaway Terms, creating a request, or using the platform, you agree to follow these Takeaway Terms.

These Takeaway Terms should be read together with the EDD Hub Privacy Notice, Acceptable Use Policy, Slip Photo and Customer Data Handling Policy, Payment, Billing and Invoicing Policy, and any rules or notices shown inside the app.

EDD HUB LTD is a private company limited by shares incorporated in Scotland with company number 891642. Its registered office is 1D Cross Street, Perth, PH2 8JQ. The presentation website is [www.eddhub.co.uk](http://www.eddhub.co.uk) and the platform/app is [www.eddhub.app](http://www.eddhub.app).

## 2. What EDD Hub is

EDD Hub is a technology platform that helps approved takeaways and restaurants send overflow delivery requests to approved independent drivers.

EDD Hub is not a customer food ordering platform. EDD Hub does not sell food, prepare food, own the customer relationship, employ drivers, provide customer tracking, or act as the customer.

The takeaway remains responsible for its own food business, orders, customers, staff, premises, food safety, customer communication and driver payment arrangements.

## 3. Your business account

You must only create a takeaway account if you are authorised to act for the business.

You must provide accurate and up-to-date information, including:

- business name
- trading name if different
- contact person
- phone number or contact number where used in the app
- email address
- pickup address
- city
- billing email
- payment method or billing details required by EDD Hub
- agreement to these Takeaway Terms

Creating an account does not give an automatic right to use EDD Hub. Your account must be manually approved before you can create live requests.

EDD Hub may approve, reject, restrict, suspend or remove an account where legally permitted.

## 4. Account approval and restrictions

You cannot create live requests unless:

- your account is approved
- your city is set
- your pickup address is accurate
- your billing status allows requests
- your required payment/billing setup is complete
- you have accepted the latest Takeaway Terms
- your account is not restricted or suspended

EDD Hub may restrict access if account information is missing, inaccurate, suspicious, incomplete, unpaid, unsafe, non-compliant or creates operational, legal, fraud, data, payment or dispute risk.

## 5. Multi-brand and shared pickup addresses

EDD Hub may support multiple takeaway or brand accounts operating from the same physical pickup address.

A physical address is not the same as a takeaway account. One kitchen or pickup location may support multiple brands.

If one owner controls multiple approved takeaway accounts at the same pickup address, the app may allow brand switching before creating a request.

For multi-brand bundles, you must choose one billing takeaway account before sending the request. The platform fee is charged only to the selected billing takeaway account unless EDD Hub later changes this in writing.

Multi-brand bundles are only supported from the same pickup address during the MVP.

## 6. City, pickup area and destination area

The city controls which drivers receive a request.

If your takeaway is in Perth, the request is broadcast to approved online drivers assigned to Perth.

The destination area helps the driver understand where the order is going. It does not decide the broadcast pool.

The pickup area, where used, helps the driver understand where your premises are located. It does not decide the broadcast pool.

You are responsible for selecting the correct city, destination area and postcode when creating a request.

## 7. Creating single requests

When creating a single request, you must provide the information required by the app, which may include:

- slip photo
- destination area
- postcode
- order reference
- driver payment
- ready status
- optional notes
- confirmation that the slip is clear and correct

The full delivery address does not need to be typed into the app for the MVP if it is contained in the uploaded slip photo.

You must review the request before sending it. AI, scanning or pre-fill features must not be relied on without human review.

## 8. Creating bundle requests

When creating a bundle request, you must provide the information required by the app for each drop, which may include:

- slip photo per drop
- destination area per drop
- postcode per drop
- order reference per drop
- optional notes per drop

You must also provide bundle-level information, which may include:

- total driver payment for the bundle
- ready status
- pickup instructions where needed
- confirmation that all slips are clear and correct

The MVP bundle limit is four drops unless EDD Hub later changes this in the app.

The driver payment is set for the whole bundle. EDD Hub does not split the driver payment per drop.

## 9. Slip photos and customer/order information

The slip photo is a core source of delivery information for the MVP.

You are responsible for:

- uploading the correct slip
- making sure the photo is clear and readable
- making sure the correct slip is attached to the correct request/drop
- making sure the slip contains only information needed for the delivery
- reviewing any uploaded or scanned information before sending

You must not upload unnecessary personal data, unrelated documents, sensitive personal information that is not needed, or information belonging to another order.



Drivers do not see slip photos before accepting a job. After acceptance, the accepted driver may see the slip photo in the active job or collection flow so the correct order can be matched and delivered.

## **10. Order reference, job ID and run reference**

Each request has a platform job ID and may also have a human-readable run reference.

The job ID is the formal platform identifier. The run reference is for kitchen and operational use, such as bag labelling, phone calls, collection confirmation and admin review.

Every drop should have an order reference. This can be an order number, customer name, receipt number, till reference or other short identifier.

You must use job IDs, run references and order references carefully to avoid handing over the wrong bags.

## **11. Ready status**

When creating a request, you must select the ready status required by the app, such as:

- Ready now
- Ready in 5 mins
- Ready in 10 mins

The ready status is shown to drivers before acceptance. You must select it honestly.

If the order is not ready when the driver arrives, the driver may report Order not ready.

## **12. Sending requests and driver acceptance**

When you send a request, it is broadcast to approved online drivers in the same city.

The request may remain open for a short time, such as 20 seconds. If no driver accepts, the request may expire or show as no driver found.

Drivers choose whether to accept. EDD Hub does not guarantee that a driver will accept any request.

A job is assigned only when the backend confirms a successful acceptance lock. The first confirmed server acceptance wins.

## **13. No maps or nearby driver browsing**

The MVP does not show takeaways a driver map, nearby driver list, customer tracking, customer map, or marketplace browsing.

You see job progress only, including statuses such as looking for driver, driver accepted, driver arrived, picked up and delivered.

## **14. Accepted driver details and collection check**

After a driver accepts, you may see:

- job ID
- run reference
- driver name
- driver profile photo
- vehicle information
- driver phone button
- collection estimate
- status timeline

Before handing over any order, you must check that the driver matches the accepted driver shown in the app and that the job ID/run reference/order reference matches the order.

You must not hand over bags to someone who cannot show the correct job ID/run reference or who does not match the accepted driver details.

## 15. Calling the driver

The app may include call buttons between takeaway and driver.

You may call the driver about the active job. You must not misuse the driver's phone number or contact the driver for harassment, abuse, marketing or unrelated reasons.

There is no chat feature in the MVP unless EDD Hub later adds one.

## 16. Driver payment

You set the payment offered to the driver when creating the request.

The driver sees the exact payment before accepting.

EDD Hub does not handle driver payouts in the MVP. There is no driver wallet, no in-app driver balance and no payout system.

You must pay the driver directly using your existing arrangement.

EDD Hub may record the driver payment shown on the request for job records, dispute review and invoice context, but EDD Hub is not the payer of the driver payment unless EDD Hub expressly introduces an in-app payout system later.

## 17. Platform fees

Platform fees are charged to the takeaway account according to the app rules and the Payment, Billing and Invoicing Policy.

Current MVP platform fees are:

Request type	Platform fee
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Single delivery	£1.50
Bundle - 2 drops	£2.50
Bundle - 3 drops	£3.00
Bundle - 4 drops	£4.50



Platform fees are separate from driver payment.

EDD Hub is not currently VAT registered. VAT will not be charged unless and until EDD Hub becomes VAT registered.

## **18. Weekly invoicing and manual payment**

EDD Hub weekly billing period runs from Monday 06:00 to the following Monday 05:59:59.

Invoices are generated or made available on Monday morning after 06:00 for the previous billing week.

A job belongs to the invoice week based on the billing event timestamp created when the driver presses Picked up or Picked up bundle, unless EDD Hub later changes this in writing or in the app.

For MVP, invoice sending and payment handling are manual:

- EDD Hub generates invoices
- EDD Hub sends or makes PDFs available
- the takeaway pays by bank transfer
- EDD Hub checks the bank account
- admin marks the invoice status manually

Bank details are shown on invoices only, not in these Takeaway Terms.

## **19. Payment failure and account restriction**

If an invoice, platform fee, cancellation fee or other amount due remains unpaid, EDD Hub may mark the account as overdue, unpaid or restricted.

A restricted account may be unable to create new requests until payment is resolved.

EDD Hub may manually mark invoices as draft, sent, paid, overdue, unpaid or resolved depending on the admin workflow.

You must raise invoice disputes promptly using [billing@eddhub.co.uk](mailto:billing@eddhub.co.uk).

## **20. Cancellations by takeaway**

If you cancel before the driver has arrived at the shop:

- no driver compensation is due
- no cancellation charge applies unless EDD Hub later changes this
- no normal completed-delivery platform fee applies
- the cancellation is logged

If you cancel after the driver has arrived at the shop:

- you must pay the driver £3 directly
- the cancellation is logged
- no normal completed-delivery platform fee applies unless EDD Hub later changes this

You must not misuse cancellation flows to avoid payment or platform fees.

## 21. Driver cancellation and no-show

If a driver cancels after accepting, the cancellation is logged against the driver profile.

If a driver accepts but does not arrive, you may report Driver no-show through the app where available.

Admin may review job timelines, timestamps and reports. EDD Hub does not guarantee that every accepted job will be completed.

## 22. No driver found

If no driver accepts the request within the request window, the request may expire or show as no driver found.

You may be able to resend the request, increase driver payment or cancel the request.

EDD Hub is not responsible for driver availability, driver acceptance choices or market conditions.

## 23. Job edit rule

Once a driver accepts, you must not edit key job details such as:

- city
- destination area
- postcode
- payment
- ready status
- bundle drops
- slip photo
- brand/billing takeaway

If something is wrong, you must cancel and resend where the app allows it. All cancellations are logged.

## 24. Food business and customer responsibility

You remain responsible for:

- food preparation
- food quality
- allergens and food safety
- order accuracy
- packaging
- customer communication
- customer complaints
- refunds or replacements



- compliance with food business laws and regulations
- deciding what customer/order information is included on the slip

EDD Hub does not become the food business operator, seller, customer service provider or merchant of record for customer food orders.

## 25. Data protection and customer information

You must only upload customer/order information needed for the delivery request.

You must not upload excessive, unrelated or unnecessary personal data.

You are responsible for having an appropriate basis for using customer/order information in your own food business and for passing necessary delivery information into EDD Hub.

EDD Hub handles personal data according to the EDD Hub Privacy Notice.

## 26. Issues and disputes

You may report issues through the app or support, including:

- driver did not arrive
- driver no-show
- driver late
- driver cancelled
- order not delivered
- wrong status
- false arrived
- payment issue
- other issue

Admin may review job timelines, timestamps, driver details, takeaway details, notes, uploaded images, reports, job events and status changes.

The platform job timeline and logs are the main operational record for disputes.

## 27. Acceptable use

You must not:

- create fake or duplicate accounts
- provide false business information
- send fake requests
- upload wrong or unreadable slips
- misuse customer, driver or platform data
- abuse, threaten, harass or discriminate against drivers, admins or other users
- attempt to bypass billing or app restrictions
- interfere with the platform
- access driver or admin areas without permission

EDD Hub may restrict, suspend or remove access for misuse.



## 28. Service availability

EDD Hub provides platform tools but does not guarantee that the platform will always be available, error-free, uninterrupted, or that every request will result in an accepted or completed delivery.

EDD Hub may update, suspend, change or withdraw parts of the platform for maintenance, security, legal, commercial or operational reasons.

## 29. Liability and indemnity

You remain responsible for your food business, customer relationship, order accuracy, packaging, customer communication, customer refunds, staff conduct, driver payment and lawful handling of customer data.

You agree to reimburse EDD Hub for losses, claims, costs or expenses suffered by EDD Hub because of your breach of these Takeaway Terms, misuse of the platform, uploaded wrong or unlawful information, failure to pay amounts due, or unlawful handling of customer/order information.

Nothing in these Takeaway Terms excludes or limits liability for death or personal injury caused by negligence, fraud, fraudulent misrepresentation, or any other liability that cannot legally be excluded or limited.

## 30. Changes to these Takeaway Terms

EDD Hub may update these Takeaway Terms.

If the terms change, you may be asked to accept the latest version before creating requests or using the platform.

No accepted terms means no live takeaway account.

## 31. Ending your use of EDD Hub

You may stop using EDD Hub at any time, subject to paying any outstanding invoices, fees or amounts due.

EDD Hub may close, restrict or suspend your account if required for legal, safety, compliance, fraud, data, payment, document or operational reasons.

Some records may be kept after account closure where needed for accounting, legal, dispute, security, safety or platform integrity reasons.

## 32. General legal terms

EDD Hub may transfer its rights and obligations under these Takeaway Terms as part of a business sale, restructuring, group arrangement or platform transfer.

If any part of these Takeaway Terms is found to be invalid or unenforceable, the remaining parts will continue to apply.



A delay in enforcing these Takeaway Terms does not mean EDD Hub has waived its rights.

### **33. Governing law and courts**

These Takeaway Terms are governed by Scots law.

Disputes will be handled by the courts of Scotland, unless otherwise required by law.

### **34. Contact**

Support and complaints: [support@eddhub.co.uk](mailto:support@eddhub.co.uk)

Privacy: [privacy@eddhub.co.uk](mailto:privacy@eddhub.co.uk)

Billing: [billing@eddhub.co.uk](mailto:billing@eddhub.co.uk)