

CRAVO ECOSYSTEM

End-User Terms of Service & Multi-Sided Marketplace Agreement

Official Portal:
cravonow.ae

Platform Version: 1.0.0 (Web & App)

Effective Date: August 4, 2026

Jurisdiction: Dubai, UAE

Statutory Basis: UAE PDPL (Decree 45/2021)

Operating Entity: Cravo Technologies L.L.C.

IMPORTANT SIGNUP LEGAL NOTICE & USER AGREEMENT

Please read these Terms of Service ("Agreement") carefully before registering an account, making a purchase, or utilizing the Cravo platform at **cravonow.ae**. By clicking "I Agree", checking the agreement box during account registration, or accessing any Cravo service, you enter into a legally binding contract with Cravo Technologies L.L.C., governed by the laws of Dubai, United Arab Emirates.

1. SCOPE OF AGREEMENT & PLATFORM ARCHITECTURE

1.1 Contractual Binding: This Terms of Service agreement constitutes a legally binding contract between you ("User", "Customer", "Merchant Partner", or "Courier") and Cravo Technologies L.L.C. ("Cravo", "Platform", "Company", "We", "Us", or "Our"). It governs your access to and use of Cravo's web application, API interfaces, AI dietary recommendation engines, and delivery management services hosted at **cravonow.ae**.

1.2 Multi-Sided Marketplace Ecosystem: Cravo operates a centralized, AI-driven food delivery marketplace linking four distinct operational user groups:

- **Customers:** End-users exploring restaurants, setting fitness/budget goals, receiving AI meal suggestions, and placing delivery orders.
- **Restaurant Partners (Merchants):** Independent commercial kitchens managing dynamic menus, order acceptance, preparation queues, and promotional offers.
- **Delivery Couriers:** Independent logistics providers fulfilling dispatches via real-time spatial navigation and route optimization.
- **System Administrators:** Authorized company engineering personnel overseeing platform security, database integrity, and system health.

2. CORPORATE ENTITY & OPERATING AUTHORITY

2.1 Operating Entity: Cravo Ecosystem and **cravonow.ae** are owned, maintained, and operated exclusively by Cravo Technologies L.L.C., a registered commercial technology entity established in the Emirate of Dubai, United Arab Emirates.

2.2 Corporate Structure: All legal ownership, intellectual property rights, platform assets, customer service infrastructure, and operational workflows remain the sole commercial property of Cravo Technologies L.L.C.

3. ACCOUNT REGISTRATION, ELIGIBILITY & AUTHENTICATION SECURITY

3.1 Eligibility & Legal Capacity: You must be at least 18 years of age (or the lawful legal age of majority in your jurisdiction) to register an account on Cravo. By registering, you represent and warrant that you possess full legal capacity to enter into this contract.

3.2 Password Encryption & JWT Security: Account passwords are encrypted using industry-standard bcrypt password hashing algorithms prior to database storage. Sessions are authenticated via stateless JSON Web Tokens (JWT)

transmitted strictly over encrypted HTTPS (TLS 1.3) protocols. You are solely responsible for maintaining the confidentiality of your login credentials.

CRITICAL INTERMEDIARY PLATFORM LEGAL DISCLAIMER

Cravo is an AI technology platform connecting Customers, independent Restaurant Partners, and independent Delivery Couriers. Cravo is NOT a food kitchen, restaurant, caterer, or employer of delivery drivers. Cravo explicitly disclaims all liability regarding food safety, food quality, cooking hygiene, ingredient mislabeling, preparation delay, or physical delivery handling.

4. ARTIFICIAL INTELLIGENCE (AI) FEATURES & HEALTH DISCLAIMERS

4.1 Non-Medical & Non-Clinical Advice Disclaimer: All AI-generated meal recommendations, mood-driven dish suggestions, daily calorie balance calculations, and AI food advisor chat responses (via external LLM / OpenAI API endpoints) are provided strictly for informational, educational, and convenience purposes only.

4.2 Absence of Licensed Healthcare Provider Status: Cravo, its AI Engine, and automated algorithms do NOT provide clinical medical diagnosis, medical nutrition therapy, dietetic prescriptions, or health condition treatment plans.

SEVERE FOOD ALLERGIES & CROSS-CONTAMINATION WARNING

Cravo AI processes user text prompts and restaurant menu descriptions, but CANNOT guarantee that suggested dishes are 100% free from cross-contamination, unstated ingredients, or severe allergens (e.g., peanuts, tree nuts, gluten, dairy, shellfish). If you suffer from severe allergies, anaphylaxis, celiac disease, or diabetes, you are STRICTLY REQUIRED to verify all ingredients directly with the fulfilling Restaurant Partner prior to ordering.

5. FITNESS API INTEGRATION (GOOGLE FIT / APPLE HEALTH)

5.1 Explicit OAuth 2.0 Consent: Integration with external fitness frameworks (Google Fit REST API / Apple Health / Health Connect) to synchronize active burn metrics occurs ONLY upon explicit user opt-in (`FitnessConnected == TRUE`). Users may revoke authorization at any time via Profile Settings.

5.2 Telemetry Accuracy Disclaimer: Cravo accepts zero liability for incorrect step counts, inaccurate calorie burn estimates, or corrupted telemetry transmitted by third-party health applications or wearable devices.

6. FINANCIAL CONTROLS & MONTHLY BUDGETING TOOL

6.1 Algorithmic Fiscal Tracker: Cravo incorporates a user-configured monthly food budget tracking feature (`MonthlyBudget`) in AED. It functions solely as a self-managed spending log and expense management aid.

6.2 Financial Non-Liability: The budget feature does NOT constitute formal banking, financial, credit management, or accounting advice. Cravo accepts no liability for personal overspending, bank overdraft fees, or external card charges.

7. ORDERING, PRICING, PAYMENTS & REFUND POLICY

7.1 Currency & Pricing: All prices, delivery fees, and subtotals are displayed and processed in United Arab Emirates Dirham (AED), including applicable statutory UAE Value Added Tax (VAT).

7.2 PCI-DSS Payment Gateway: Digital payment transactions are processed securely through the Stripe API gateway. Cravo NEVER stores raw credit card numbers, CVVs, or full payment credentials on local database servers.

7.3 Order Cancellations & Non-Refundability: Customers may cancel an order only prior to kitchen acceptance. Once a Restaurant Partner accepts the order and commences food preparation ("Preparing" status), cancellations are strictly NON-REFUNDABLE.

8. DELIVERY LOGISTICS & LIVE GPS TRACKING

8.1 Automated Dispatch: Delivery dispatches to independent couriers are automated using spatial proximity algorithms based on restaurant coordinates and courier availability.

8.2 Delivery Time Estimates & Third-Party Delay: Delivery timeframes are automated estimates calculated via Google Maps Platform APIs. Cravo is not liable for delivery delays caused by traffic congestion, weather conditions, accidents, or kitchen preparation delays.

9. PROHIBITED CONDUCT & INTELLECTUAL PROPERTY

9.1 Intellectual Property Ownership: All custom code, algorithms, UI designs, brand marks, database architecture, and platform trademarks are the exclusive commercial intellectual property of Cravo Technologies L.L.C.

9.2 Prohibited User Actions: Users agree NOT to scrape, reverse-engineer, automated-query AI endpoints, submit fraudulent payment tokens, bypass role-based security access controls (RBAC), or harass delivery/restaurant personnel.

10. THIRD-PARTY SERVICE AVAILABILITY WAIVER

Cravo relies on external cloud infrastructure services, including OpenAI API, Stripe Payment Gateway, and Google Maps Platform API. Cravo accepts no liability for temporary system outages, API rate limit throttles, or service interruptions caused by third-party service providers.

11. LIMITATION OF LIABILITY & LEGAL INDEMNIFICATION

11.1 Maximum Legal Protection: To the maximum extent permitted under applicable UAE laws, Cravo Technologies L.L.C., its directors, officers, employees, and agents shall NOT be liable for any direct, indirect, incidental, consequential, special, or punitive damages arising from food consumption, foodborne illness, allergic reactions, AI suggestion errors, delivery delays, financial spending overruns, or third-party service outages.

11.2 Customer Indemnification: You agree to defend, indemnify, and hold harmless Cravo Technologies L.L.C. and its corporate officers from any third-party claims, liabilities, damages, or costs (including legal fees) arising from your breach of these Terms or misuse of the platform.

12. GOVERNING LAW & DISPUTE RESOLUTION

These Terms of Service are governed by and construed strictly in accordance with the federal laws of the United Arab Emirates and the local laws applicable in the Emirate of Dubai. Any dispute arising out of or in connection with these Terms shall be submitted to the exclusive jurisdiction of the competent courts of Dubai, UAE.

CRAVO PLATFORM OPERATIONAL & LEGAL CONTACT:

Administrative Support: support@cravonow.ae | Legal Inquiries: legal@cravonow.ae

Operating Entity: Cravo Technologies L.L.C. | Dubai, United Arab Emirates

Official Web Portal: <https://cravonow.ae/terms>