

# Terms & Conditions

Legal terms governing the use of Mataami POS & QR Menu platform.



Developed by © ScanDigits FZC LLC

[www.mataami.com](http://www.mataami.com)

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## About These Terms

### • Who operates Mataami?

Mataami is a cloud-based restaurant platform provided and operated by ScanDigits FZC LLC. These Terms & Conditions apply to your access and use of Mataami services, including QR Menu, POS, ordering, payments, analytics, AI features, and related tools.

### • What does accepting these terms mean?

By accessing the website, dashboard, or using any Mataami service, you confirm you are authorized to bind the restaurant/business, and you agree to these Terms & Conditions and any referenced policies (including Refund Policy and Privacy Policy).

## Services & Usage

### • What services does Mataami provide?

Mataami provides an integrated restaurant ecosystem, which may include: QR Menu, POS, dine-in/takeaway/delivery modes, online ordering, payment integrations, menu management, user roles (Owner/Manager/Cashier/Waiter/Chef), reporting, analytics, and AI-powered features.

### • What is acceptable use?

You agree to use Mataami only for lawful restaurant operations and business purposes. You must not misuse the platform, attempt unauthorized access, disrupt services, reverse engineer, or use Mataami to violate any law, regulation, or third-party rights.

### • Account security and responsibilities

You are responsible for maintaining the confidentiality of your login credentials and for all activity conducted under your account. You must ensure your menu data, pricing, taxes, images, allergens, and other content are accurate and compliant with your local regulations.

## Subscriptions, Billing & Payments

### • Subscription plans and renewal

Mataami is offered as a subscription service (monthly or yearly, depending on the plan). Unless otherwise stated, subscriptions may renew automatically at the end of each billing cycle. You can request cancellation according to your plan rules and billing cycle.

### • Payment processing

Payments may be processed using trusted third-party providers (for example, Stripe and wallet methods where supported). Mataami does not store raw card details (PAN). Payment providers may have their own terms and policies.

### • Refunds and cancellations

The Mataami Refund Policy governs refunds (if any). Subscription fees are typically non-refundable, except in cases of proven billing errors or duplicate charges. Cancellation generally stops future renewals, and access continues until the end of the paid billing period unless otherwise agreed.

## Data, Privacy & Security

### • Who owns the restaurant data?

You retain ownership of your restaurant content and business data you upload or create on the platform (such as menu items, prices, images, branches, tables, and staff profiles). Mataami retains ownership of the platform software, UI/UX, and related systems.

### • How is data protected?

Mataami applies reasonable security practices such as HTTPS, role-based access controls, and audit logs where applicable. You are responsible for securing your own devices and credentials. For details about personal data handling, refer to the Privacy Policy.

## Availability, Support & Changes

### • Service availability

We aim to keep Mataami available and reliable. However, we do not guarantee uninterrupted availability. Planned maintenance, upgrades, or unexpected outages may occur. We may improve or modify features over time.

### • Support

Support channels may include email and ticket-based support depending on your subscription plan. Priority support may be available in higher tiers. Contact: [support@mataami.net](mailto:support@mataami.net)

## Liability & Termination

### • Limitation of liability

To the maximum extent permitted by law, Mataami is provided “as is” and “as available”. We are not liable for indirect, incidental, or consequential damages (including lost profits, lost data, or business interruption) arising from the use of the platform.

### • Suspension and termination

We may suspend or terminate access if there is misuse, violation of these terms, fraud, or security risks. You may request cancellation as per your plan rules. Certain obligations (payment, confidentiality, limitation of liability) may survive termination where legally allowed.

## Governing Law & Contact

### • Governing law

These Terms & Conditions are governed by the laws of the United Arab Emirates, unless a mandatory law applies otherwise.

### Authority and Eligibility

By accessing or using Mataami, you confirm that you are at least eighteen (18) years old and that you have the full legal authority to enter into these Terms & Conditions on behalf of the restaurant, business, or legal entity you represent.

If you are accepting these Terms on behalf of an organization, you represent and warrant that you are authorized to bind such organization to these Terms. ScanDigits FZC LLC shall not be responsible for unauthorized access or use by individuals lacking such authority.

### Changes to Services and Terms

ScanDigits FZC LLC reserves the right to modify, update, enhance, suspend, or discontinue any part of the Mataami platform, including features, modules, pricing structures, or service availability, at any time.

ScanDigits may also update these Terms & Conditions from time to time. Material changes will be communicated through the Mataami platform, website, or via email where reasonably practicable. Continued use of Mataami after such changes become effective constitutes acceptance of the updated Terms.

### Force Majeure

ScanDigits FZC LLC shall not be liable for any failure or delay in performance of its obligations where such failure or delay results from events beyond its reasonable control, including but not limited to:

acts of God, internet or telecommunications failures, cloud service outages, payment gateway disruptions, governmental actions, changes in law or regulation, labor disputes, strikes, civil unrest, natural disasters, epidemics, pandemics, or failures of third-party service providers.

During such events, obligations shall be suspended for the duration of the force majeure event, and ScanDigits shall use commercially reasonable efforts to resume services as soon as practicable.

### Governing Law and Jurisdiction

These Terms & Conditions shall be governed by and construed in accordance with the laws of the United Arab Emirates, as applied in the Emirate of Dubai.

Any dispute, claim, or controversy arising out of or relating to these Terms, the Mataami platform, or the services provided shall be subject to the exclusive jurisdiction of the competent courts of Dubai, United Arab Emirates.

### Relationship to Other Agreements

These Terms & Conditions apply to standard use of the Mataami platform.

Certain customers, including enterprise, multi-branch, or customized deployments, may be subject to a separate SaaS Service Agreement, Statement of Work, or Service Level Agreement (SLA) entered into with ScanDigits FZC LLC.

In the event of any conflict, the terms of such written agreement shall prevail over these Terms & Conditions.

### Independent Relationship

Nothing in these Terms shall be deemed to create any partnership, joint venture, agency, or employment relationship between you and ScanDigits FZC LLC.

You may not represent yourself as having authority to bind ScanDigits in any manner.

### **Assignment**

You may not assign, transfer, or sublicense your rights or obligations under these Terms without prior written consent from ScanDigits FZC LLC.

ScanDigits may assign these Terms to an affiliate or in connection with a merger, acquisition, restructuring, or sale of assets.

### **Severability and Entire Agreement**

If any provision of these Terms is held to be invalid or unenforceable under applicable law, such provision shall be enforced to the maximum extent permissible, and the remaining provisions shall remain in full force and effect.

These Terms & Conditions, together with the Privacy Policy, Refund Policy, and any referenced agreements, constitute the entire agreement between you and ScanDigits FZC LLC regarding use of the Mataami platform.

### **Taxes**

All fees are exclusive of VAT or other applicable taxes unless stated otherwise. Where required by UAE law, VAT shall be charged and collected in accordance with applicable regulations. The Customer is responsible for any taxes arising from its use of the Service.

### **Data Access After Termination**

Upon termination or expiration of a subscription, access to the Service will be disabled. Upon written request made within a reasonable period, ScanDigits may provide the Customer with a data export in a standard format, subject to technical feasibility. ScanDigits may delete Customer data after termination in accordance with its data retention policies and applicable law.

### **Third-Party Services**

Mataami may integrate with third-party services and platforms. ScanDigits FZC LLC does not control and is not responsible for the availability, performance, or compliance of such third-party services. Any issues arising from third-party services shall be governed by the terms of the respective providers.

### **Definitions**

“Mataami” means the cloud-based restaurant platform operated by ScanDigits FZC LLC.

“Service” means the Mataami software, dashboard, QR menus, POS features, and related tools.

“Customer” means the restaurant or business subscribing to Mataami.

“User” means any authorized individual accessing the Service under a Customer account.

## **Contact**

### **Need help?**

For refund or cancellation questions, contact:

**info@mataami.net**