



SastaKhana Business Agreement

This agreement is between SastaKhana (Pvt) Ltd, a company registered with the Securities and Exchange Commission of Pakistan (Registration No. 0331420, NTN I781494), of House #562, Bilal Shaheed Road Moh. Tiba, PO Khas Guliana, Pakistan ("SastaKhana") and the food business named in the Commercial Terms Sheet at the end ("the Business"). It applies to restaurants, bakeries, cafés and home chefs.

1. What this agreement is

SastaKhana runs an app and website where customers find, reserve and pay for food deals, then collect them in person. Deals are sold only in the SastaKhana app. The website is for information only and no orders or payments take place there. A customer buys a voucher for a specific deal, which can be used only at the stated location during the stated pickup window. SastaKhana does not prepare, sell or deliver the food. The Business is the seller of its own food. This is a business agreement only. Neither party is the other's legal partner, employee or agent, except for the payment collection described in clause 4.

2. The Business agrees to

- List deals accurately: item, price, quantity and pickup window.
- Set its own prices and discounts.
- Honour every confirmed reservation and have the order ready during the pickup window.
- Hand over the order when the customer shows their QR code or number.
- Offer only halal food that is fresh, safe and prepared hygienically. Home chefs must prepare food in a clean kitchen to the same hygiene standard.
- Follow all laws and hold any registration or licence its business needs, and tell SastaKhana promptly about any food safety incident or loss of licence.
- Keep its bank details correct and up to date.

3. SastaKhana agrees to

- Provide the platform and promote the Business's deals at its own discretion.
- Help the Business set up and manage its listings.
- Handle customer questions, refunds and complaints made through the platform.
- Pay the Business as set out in clauses 4 to 6.



4. Payments

Customers pay SastaKhana inside the app through Safepay, a payment gateway licensed by the State Bank of Pakistan. SastaKhana collects the payment as the Business's limited collection agent. Once a customer has paid SastaKhana, the customer has paid the Business for that order.

5. Commission

- The Business pays no setup or monthly fee. SastaKhana charges commission only on completed orders.
- Commission is 0% for the first 30 days from the start date in the Commercial Terms Sheet. After that, the percentage in the Commercial Terms Sheet applies.
- Commission is calculated on the price the customer paid for the deal and is taken from the Business's payout.
- No commission is charged on an order that is cancelled or that the Business could not provide.
- The percentage can be changed only if both parties agree in writing.

6. Payouts

- SastaKhana pays weekly, every Monday, for the previous Monday to Sunday, by bank transfer to the account in the Commercial Terms Sheet.
- The payout is total completed sales minus commission. If the balance is below Rs 1,000, it rolls into the next week.
- Each payout comes with an itemised statement. The Business must report any mistake within 7 days of receiving it.
- The Business can see its orders and earnings in the SastaKhana business app. The app shows live figures. The weekly payout statement is the final record, and figures may change until an order is completed or if a refund is made.
- SastaKhana may deduct from a payout any refund that was caused by the Business (for example, food that was not provided or not safe).
- SastaKhana is not responsible for money sent to bank details the Business gave incorrectly.

7. Pickup, no-shows and refunds

- The customer may collect at any time during the pickup window. If the window is open, the Business waits until closing time.
- If the customer does not collect within the pickup window, the Business keeps the food and is still paid. The customer is not refunded.
- A customer who cancels before the cancellation deadline shown in the app receives a full refund and no commission is charged.



- The customer is refunded in full by SastaKhana, and no commission is charged, if the Business cancels a reservation, is closed or cannot provide the food during the pickup window, or if the food is unsafe or materially different from the listing (reported by the customer within 2 hours of pickup).
- Refunds are paid to the customer within 3 to 5 working days. The Business agrees that SastaKhana's published Refund Policy applies to customers, and will give SastaKhana the information it reasonably needs to review a complaint.
- Repeated cancellations or failures to provide food may lead to suspension.

8. Food responsibility

The Business is fully responsible for the preparation, quality, safety, hygiene, ingredients and description of its food. The Business will cover SastaKhana for any claim, loss or penalty that comes from its food or from its breaking the law.

9. Name and photos

The Business allows SastaKhana to show its name, logo and food photos on the platform and in promotion while this agreement runs, and confirms it has the right to use them. When the agreement ends, SastaKhana will stop using them within a reasonable time.

10. Limits on SastaKhana's liability

SastaKhana is not liable for indirect losses or lost profit. SastaKhana's total liability to the Business is limited to the commission SastaKhana earned from the Business in the 3 months before the claim. Nothing here limits liability that the law does not allow to be limited.

11. Suspension

SastaKhana may suspend the Business's listings immediately for food safety concerns, suspected fraud, repeated failure to honour orders, or loss of licence.

12. Ending this agreement

- Either party may end it with one month's written notice, without giving a reason.
- SastaKhana may end it immediately for a serious breach, such as fraud or a food safety incident.
- Pending orders are honoured and the final payout is made.

13. Privacy and confidentiality

Each party keeps the other's non-public information private and handles personal data lawfully. The Business will see only the information needed to hand over an order (the customer's name and QR reference) and will use it



only for that order. It will not store it or use it for its own marketing. SastaKhana handles customer data under its Privacy Policy.

14. General

- Notices by email or WhatsApp to the contacts in the Commercial Terms Sheet count as written notice.
- This agreement and the Commercial Terms Sheet are the whole agreement. Changes must be in writing.
- Electronic signatures are valid.
- If one clause is not valid, the rest still applies.
- Pakistan law applies, and the courts of Islamabad decide disputes.

Commercial Terms Sheet

Filled in for each Business separately. Only this sheet differs between businesses.

Business name	
Type	Restaurant / Bakery / Café / Home chef
Owner / contact person	
Address	
Phone / WhatsApp	
Email	
Start date	
Commission after the first 30 days	_____ % (standard rate 17%)
Payout schedule	Weekly, every Monday (default)
Bank account for payouts	Written on the signed copy only
Special conditions	

Signed for SastaKhana (Pvt) Ltd: _____ Name: _____ Date: _____

Signed for the Business: _____ Name: _____ Date: _____