# Terms & Conditions

Last Updated: MAR 10, 2026

Welcome to MGR BIRIYANI KADAI. These Terms and Conditions outline the rules and regulations for the use of our services, both in-store and online, including our website (www.mgrbiryanikadai.com) and our presence on third party platforms.
By accessing our website, placing an order, or visiting our restaurant, you accept these terms and conditions in full. Do not continue to use our services if you do not agree to all the terms and conditions stated on this page.

## 1. General Information

- **Business Name:** MGR BIRIYANI KADAI
- **Address:** 293, Grand Southern Trunk Rd, Periyar Nagar, Pallavaram, Chennai, Tamil Nadu 600043, India
- **Opening Hours:** Mon-Sun: 11:00 AM onwards
- **Email:** mgrbiryanikadaiofficial@gmail.com
- **Website:** www.mgrbiryanikadai.com

## 2. Orders and Pricing

- **Menu and Availability:** All items are subject to availability. We reserve the right to modify or discontinue any menu item without prior notice.
- **Pricing:** Prices for our food and beverages are subject to change without notice. All prices listed are in Indian Rupees (INR) and are inclusive/exclusive of applicable taxes as indicated at the time of purchase.
- **Allergies and Dietary Restrictions:** While we take precautions, our kitchen handles various allergens. We cannot guarantee that any food item will be completely free of allergens. Please inform our staff of any severe allergies prior to ordering.

## 3. Third Party Delivery Platforms

We are proud to partner with third-party delivery services to bring our food to you. We are currently available on:

- Swiggy
- Zomato
- Dibilay (dibilay.com/mgrbiryanikadai)

Please note:

- Orders placed through these platforms are subject to their respective platform's Terms and Conditions and Privacy Policies.
- MGR BIRIYANI KADAI is not directly responsible for delivery delays, mishandling of food by third-party delivery personnel, or refund processing for orders placed through Swiggy, Zomato, or Dibilay. Any delivery-related issues must be resolved through the respective support of the respective application.

## 4. Cancellations and Refunds

- Direct Orders (In-store or Direct Takeaway): Cancellations or modifications to direct orders must be made immediately. Once food preparation has begun, orders cannot be canceled or refunded.
- **Third Party Orders:** For cancellations or refunds regarding orders placed on Swiggy, Zomato, or Dibilay, please refer to the cancellation policies of those specific platforms.

## 5. Intellectual Property

Unless otherwise stated, MGR BIRIYANI KADAI owns the intellectual property rights for all material on our website and our brand, including logos, images, menu descriptions, and text. All intellectual property rights are reserved. You may view and/or print pages from www.mgrbiryanikadai.com for your own personal use subject to restrictions set in these terms and conditions.

## 6. Limitation of Liability

To the maximum extent permitted by applicable law, MGR BIRIYANI KADAI shall not be liable for any indirect, incidental, or consequential damages resulting from the use of our website or the consumption of our products.

## 7. Governing Law and Jurisdiction

These Terms will be governed by and interpreted in accordance with the laws of Tamil Nadu, India. Any disputes relating to these terms and conditions will be subject to the exclusive jurisdiction of the courts of Chennai, Tamil Nadu.

## 8. Changes to These Terms

We reserve the right to amend these terms and conditions at any time. By continuing to use our website or services after any modifications, you agree to be bound by the updated terms.

## 9. Contact Us

If you have any questions or concerns regarding these Terms and Conditions, please contact us at:

- **Phone:** +91 78240 98845
- **Email:** mgrbiryanikadaiofficial@gmail.com
- **Address:** 293, Grand Southern Trunk Rd, Periyar Nagar, Pallavaram, Chennai, Tamil Nadu 600043, India


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# Privacy Policy

Last Updated: MAR 10, 2026

Welcome to MGR BIRIYANI KADAI. We value your privacy and are committed to protecting your personal information. This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you visit our website (www.mgrbiryanikadai.com), visit our restaurant, or engage with our services.

## 1. Information We Collect

We may collect personal information that you voluntarily provide to us when you interact with our business. This may include:

- Contact Information: Your name, phone number (+91 78240 98845), email address (mgrbiryanikadaiofficial@gmail.com), and physical address (if requesting direct delivery).
- Order Details: Information regarding the food and beverages you purchase from us.
- Feedback and Inquiries: Any information you provide when you contact us for support, feedback, or general inquiries.

## 2. How We Use Your Information

We use the information we collect for the following business purposes:

- To process and fulfill your orders.
- To communicate with you regarding your order status, inquiries, or feedback.
- To improve our menu, customer service, and website experience.
- To comply with legal obligations and resolve any disputes.

## 3. Third Party Delivery Platforms

We use third party platforms for online ordering and delivery, including Swiggy, Zomato, and Dibilay (dibilay.com/mgrbiryanikadai).

- When you place an order through these platforms, you are providing your personal information directly to them.
- We only receive the necessary information (such as your name, order items, and delivery instructions) required to prepare and hand off your food.
- We strongly encourage you to review the Privacy Policies of Swiggy, Zomato, and Dibilay to understand how they handle your data.

## 4. Sharing Your Information

We respect your privacy and do not sell, trade, or rent your personal identification information to others. We may share your information only in the following situations:

- With service providers or delivery personnel strictly for the purpose of fulfilling your order.
- To comply with applicable laws, regulations, or legal processes.

## 5. Data Security

We implement reasonable security measures to maintain the safety of your personal information. However, please understand that no method of transmission over the Internet or method of electronic storage is 100% secure, and we cannot guarantee absolute security.

## 6. Children's Privacy

Our services are not directed to individuals under the age of 13. We do not knowingly collect personal information from children. If you believe we have inadvertently collected such information, please contact us so we can promptly delete it.

## 7. Changes to This Privacy Policy

We may update our Privacy Policy from time to time. We will notify you of any changes by posting the new Privacy Policy on this page and updating the "Last Updated" date.

## 8. Contact Us

If you have any questions or concerns about this Privacy Policy or our data practices, please contact us at:

- **Business Name:** MGR BIRIYANI KADAI
- **Address:** 293, Grand Southern Trunk Rd, Periyar Nagar, Pallavaram, Chennai, Tamil Nadu 600043, India
- **Phone:** +91 78240 98845
- **Email:** mgrbiryanikadaiofficial@gmail.com


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# Refund and Cancellation Policy

Last Updated: MAR 10, 2026

Thank you for choosing MGR BIRIYANI KADAI. We strive to serve you the best quality food. Please read our policy regarding cancellations and refunds carefully.

## 1. Direct Orders (In-Store, Takeaway, or Direct Phone Orders)

- **Cancellations:** If you need to cancel or modify your order, please notify us immediately by calling +91 78240 98845.
- **Time Limit:** Cancellations are only accepted if the kitchen has not yet started preparing your food. Once food preparation has commenced, we cannot accept cancellations or offer refunds.
- **No Shows:** If you place an order for takeaway and fail to pick it up, no refund will be provided.

## 2. Orders on Third-Party Platforms (Swiggy, Zomato, Dibilay)

We partner with Swiggy, Zomato, and Dibilay (dibilay.com/mgrbiryanikadai) for online delivery.

- **Platform Policies Apply:** Any orders placed through these third-party platforms are strictly governed by their respective cancellation and refund policies.
- **Disputes:** MGR BIRIYANI KADAI cannot directly process cancellations or issue refunds for payments made through Swiggy, Zomato, or Dibilay. If you face any issues with delivery delays, missing items, or cancellations, please use the customer support help section within that specific app to request a refund.

## 3. Quality Concerns and Incorrect Orders

We take immense pride in our biryani and other dishes. However, if there is a genuine issue with your order:

- **Incorrect Items:** If you receive an incorrect item, please contact us immediately. We will arrange for a replacement or a refund for the missing/incorrect item.
- **Quality Issues:** If you feel the food quality is not up to our usual standards, please contact us within 2 hours of receiving your order. We may ask for a photograph of the food or request that you return the unconsumed portion to help us investigate the issue.
- **Resolution:** Refunds or replacements for quality issues are provided at the sole discretion of the management.

## 4. Refund Processing (For Eligible Direct Orders)

- If a refund is approved for a direct order paid via UPI, card, or online transfer, the amount will be credited back to your original payment method.
- Please allow 5-7 business days for the refunded amount to reflect in your bank account, depending on your bank's processing times.

## 5. Contact Us

If you have any questions about this Refund and Cancellation Policy, please reach out to us:

- **Business Name:** MGR BIRIYANI KADAI
- **Phone:** +91 78240 98845
- **Email:** mgrbiryanikadaiofficial@gmail.com
- **Address:** 293, Grand Southern Trunk Rd, Periyar Nagar, Pallavaram, Chennai, Tamil Nadu 600043, India


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# Shipping and Delivery Policy

Last Updated: MAR 10, 2026

At MGR BIRIYANI KADAI, we want to ensure your food reaches you hot, fresh, and on time. Since we are a restaurant and do not "ship" goods in the traditional sense, this policy outlines how our local delivery and takeaway services operate.

## 1. Delivery Options

We currently offer food delivery exclusively through our trusted third-party delivery partners. You can order our food online via:

- Swiggy
- Zomato
- Dibilay (dibilay.com/mgrbiryanikadai)

## 2. Delivery Areas and Timings

- **Service Area:** Our delivery radius is determined by the third-party platforms (Swiggy, Zomato, Dibilay) based on your location relative to our restaurant in Pallavaram, Chennai. If your address is serviceable, our restaurant will appear as available on your app.
- **Timings:** Delivery is available during our standard operating hours. Please check our website or the respective delivery apps for today's active restaurant timings. Please note that delivery platforms may occasionally pause accepting orders during peak rush hours, extreme weather conditions, or unforeseen circumstances.

## 3. Delivery Fees and Charges

- MGR BIRIYANI KADAI does not directly charge a delivery fee.
- Any delivery fees, distance charges, surge pricing, or platform fees are calculated and applied directly by Swiggy, Zomato, or Dibilay at checkout. These fees are retained by the respective platforms to compensate their delivery partners.

## 4. Order Tracking and Delivery Time

- Estimated delivery times are provided by the delivery apps and may vary based on traffic, weather, and order volume.
- You can track the live status of your order and the location of our delivery executive directly through the Swiggy, Zomato, or Dibilay application.

## 5. In-Store Pickup and Takeaway

If you prefer to pick up your order yourself, you are welcome to visit our restaurant:

- Address: 293, Grand Southern Trunk Rd, Periyar Nagar, Pallavaram, Chennai, Tamil Nadu 600043, India.
- Please call us at +91 78240 98845 during our operating hours to place your direct takeaway order in advance to minimize your wait time.

## 6. Delivery Issues and Delays

- **Third-Party Orders:** If your order is delayed, delivered to the wrong address, or mishandled during transit by a delivery partner from Swiggy, Zomato, or Dibilay, please raise the issue immediately through the customer support or help section within that specific app. They manage the logistics and are equipped to resolve delivery-related disputes, including issuing refunds for delivery failures.
- **Direct Takeaway:** If there is an issue with an order you picked up directly from our restaurant, please contact us immediately so we can assist you.

## 7. Contact Us

For any questions regarding our location, operating hours, or direct takeaway orders, please contact us at:

- Phone: +91 78240 98845
- Email: mgrbiryanikadaiofficial@gmail.com


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