UniDash Merchant Policies

In force from: 11 November 2026

These policies apply to every business that sells through UniDash (a "merchant"), such as a company that runs cafeterias, under its merchant agreement with Al Hujra Information Technology LLC, the company that operates UniDash. They form part of that agreement. They set out how orders are handled, UniDash's service fee, what cancelled, returned and unpaid orders are, how payments are returned, UniDash credit, the rules for staff accounts and how to reach us. The rules for customers are in the Terms & Conditions, the Privacy Policy, the Refunds Policy and the Cancellation Policy.

> **If two texts conflict,** this order applies: an amendment signed by the merchant and UniDash, then the merchant agreement, then these Merchant Policies, then UniDash's other published policies.

1. How the money moves

- The customer pays for the order at the merchant's prices. On a card order, UniDash's service fee (section 3) is added on top, in the same payment.
- A card payment is made to the merchant through its own account with its payment provider (Network International today) and settles directly into the merchant's bank account. It never passes through an account of UniDash. The payment provider's fees are the merchant's cost of sale.
- The service fee belongs to UniDash. The merchant receives it as UniDash's agent and holds it in trust for UniDash: it may not withhold it, use it or set it off on its own, and pays it to UniDash on the monthly statement (section 3.4).
- An order paid with UniDash credit moves no new money (section 6).

This section summarises the merchant agreement and does not change it.

2. Orders

2.1 How an order reaches the venue

- The customer chooses the items and a pickup time, and pays by card (Visa or Mastercard, or Apple Pay or Google Pay where offered) or with UniDash credit. The customer's bank may check a card payment (3-D Secure).

- Every order has a 10-second cancellation window after the customer places it. The order reaches the venue's staff only once that window has ended and the payment has succeeded, so an order cancelled within the window never reaches the venue.
- An order for a later pickup time waits in the Scheduled tab of the staff app and joins the live queue 20 minutes before its pickup time.
- A new order alerts every phone signed in to the venue in the UniDash Staff app until a member of staff accepts it.

2.2 Accepting an order

- Staff accept an order within 5 minutes of it reaching the live queue, and before its pickup time. An order not accepted in time is cancelled automatically, and the customer's payment is returned in full (section 5).
- Staff do not start preparing an order before accepting it.

2.3 Unavailable items

- If an item cannot be supplied, staff flag it in the app. Flagging an order counts as accepting it. Staff may offer a replacement that costs no more than the item.
- The customer has 5 minutes to accept the replacement or cancel. If the customer cancels or does not reply in time, the order is cancelled and the payment is returned in full. If the customer accepts a cheaper replacement, the difference goes to the customer's UniDash credit (section 6).

2.4 Handing over

- UniDash is pickup only: the customer collects the order at the venue's counter. UniDash does not deliver.
- The pickup time is the time the venue aims to have the order ready. Staff mark the order Ready when it is, and the customer is notified.
- Staff hand an order over to the customer who shows its order number in the app, which is the order's pickup code.
- A ready order is held for 60 minutes. An order not collected by then is closed as not collected, and its payment is not returned: the merchant keeps it for the food it prepared.
- An order still in preparation 60 minutes after its pickup time is closed automatically as collected.
- The merchant issues its own sales invoice for each order, as the law requires. Staff can add the till receipt number to the order in the app, so the two records match.

2.5 Menus, prices and opening hours

- UniDash lists the menus, prices and photos the merchant supplies. The merchant keeps its menus, prices, item availability and opening hours in UniDash accurate, and marks an item sold out in the staff app as soon as it runs out.
- Customers can order only while a venue is open, for a pickup time before it closes.

3. UniDash's service fee

3.1 How it is calculated

The fee is worked out for each order separately, as a fixed amount in Jordanian dinars set by the order's value: the total of its items at the merchant's prices, before the fee.

Order value	Service fee
Up to JOD 3.00	JOD 0.05
Above JOD 3.00, up to JOD 7.00	JOD 0.10
Above JOD 7.00	JOD 0.10, plus JOD 0.10 for every JOD 4.00, or part of it, above JOD 7.00 (for example JOD 0.20 on JOD 9.00, and JOD 0.60 on JOD 25.00)

- The fee is added on top of the order's price, which stays the merchant's own price: it is never a deduction from the merchant's prices.
- Only card payments carry it, Apple Pay and Google Pay included. An order paid with UniDash credit carries none.
- The customer sees the fee before paying. It is fixed on the order when the order is paid and does not change afterwards, whatever happens to the order (a replacement accepted later, or an item whose price is returned).

3.2 The orders on which it is due

- **Due:** a card order whose payment stays with the merchant, that is, an order that was collected (including one closed automatically as collected) or closed as not collected.
- **Not due:** an unpaid order; a cancelled order, or any other order whose payment was returned to the customer in full, as UniDash credit or to the card; and an order paid with UniDash credit.
- Returning the price of one item (section 5.4) does not change the fee due on that order.

3.3 A payment taken back later

If an order's payment goes back to the customer in full after its fee was billed, or the customer's bank takes the payment back from the merchant (a chargeback the merchant loses), the fee on that order is not due, and UniDash credits it on the next statement.

3.4 The statement

At the start of each month UniDash sends the merchant a statement of the service fees due for the previous month. It lists each order (its number, date, venue, the amount paid and the fee), matched against the payments the payment provider confirmed, and sets off any amount UniDash owes the merchant under sections 3.3 and 5.5. Objections to the statement, and its payment, follow the merchant agreement.

4. The payment provider

- The merchant is the merchant of record with its payment provider, through an account in its own name. Under the merchant agreement, UniDash operates that account for UniDash orders as its technical operator: it takes the payments, submits refund requests, cancels payments where the provider allows it, and sets up Apple Pay and Google Pay.
- Card details reach neither the merchant nor UniDash: customers type them into the payment gateway's own fields.
- **Today** the payment provider does not allow a payment on the merchant's account to be cancelled or refunded online. Until it does, a returned payment is made as UniDash credit, and a refund to a card goes through the provider's refund form (section 5.3). Once the provider allows it, UniDash cancels a payment on the day it was made, so the money goes straight back to the card, without a new version of these policies.

5. Cancelled, returned and unpaid orders

5.1 Definitions

- **Unpaid order:** an order whose card payment did not go through or was never made: declined by the bank, left at the payment screen, cancelled by the customer before the card was charged, or closed because the payment could not be confirmed. An unpaid order never reaches the merchant's staff. The merchant does not prepare it, it carries no service fee, and neither party owes the other anything for it. If a payment for it is later found at the payment provider, that payment is returned to the customer in full and the order stays unpaid.
- **Cancelled order:** a paid order that ends before it is collected, because the customer cancelled it within the 10-second window after the payment was taken, the venue did not accept it in time (section 2.2), an item was unavailable and the customer cancelled or did not reply (section 2.3), or UniDash cancelled it (a clearly wrong price, a fault in the platform or in the payment process, a risk to customers, fraud, or as the law requires). Staff do not prepare or hand over a cancelled order, and its payment is returned to the customer in full. An order closed as not collected is not a cancelled order (section 2.4).
- **Returned order:** an order whose payment, or part of it, goes back to the customer: in full when the order is cancelled or the customer was charged twice for it, or in part, the price of one item, for a missing or wrong item or an accepted complaint about the food (section 5.4).

5.2 When a payment is returned in full

What the customer paid, service fee included, is returned in full when:

- the order is cancelled (section 5.1);
- the customer was charged without an order being placed, or was charged twice;
- in any other case the published policies provide.

The merchant accepts these cancellations and returns in advance, as the merchant agreement provides.

5.3 How a payment is returned

The customer paid with	How it is returned
Card (including Apple Pay and Google Pay)	The amount goes to the customer's UniDash credit at once. If the customer asks, the part not yet spent is refunded to the card used, from the merchant's account through the payment provider, and removed from the credit. Customers are told that a refund to a card takes 10 to 14 working days. Once the provider allows online cancellation, a payment returned on the day it was made goes straight back to the card instead (section 4).
UniDash credit	The amount goes back to the customer's UniDash credit at once.

A card payment is never returned to a different card, and never in cash.

5.4 Missing or wrong items, and complaints about the food

- UniDash handles customers' complaints and refers those about the food to the merchant, which answers them the same working day.
- When the merchant confirms that an item was missing or wrong, or accepts a complaint about the quality of the food, it either gives the customer the right item or returns that item's price: to the card used, from its merchant account, or to the customer's UniDash credit if the order was paid with credit. It tells UniDash what it did the same working day.

5.5 Who bears a returned payment

- A returned payment comes out of the money the merchant received for that order. Returning it is not a new cost to the merchant: it is the customer's own payment going back.
- The merchant bears returns caused by its food, a missing item or a mistake in the order. UniDash bears returns caused by a fault in the platform or in the payment process: where such a return leaves the merchant with a loss, UniDash settles it with the merchant on the next statement.
- If a customer disputes a payment with their bank (a chargeback), each party gives the other its records of the order, and UniDash supplies the order's history from the platform.

6. UniDash credit

- A customer's UniDash credit comes only from their orders: the difference when they accept a cheaper replacement, the value of an unavailable item removed from their order, or a payment returned as section 5.3 describes. It cannot be bought, topped up, transferred or exchanged for cash.
- **Credit is kept per merchant:** credit that arose from a merchant's order can be spent only on orders at that merchant's venues. An order paid with it carries no service fee, and nothing further is paid to the merchant for it: the merchant hands over the food against money it already received when the credit arose.

- If a payment from which credit arose is later refunded to the card, that credit is removed, so the same amount is never returned twice.
- When a merchant agreement ends, customers can spend the credit that arose from that merchant's orders at its venues until the last day. Credit still unspent is then refunded to the customers' cards from the merchant's account, before UniDash stops operating that account. If a card can no longer be refunded, the merchant returns the amount to the customer another way agreed with them, such as a bank transfer, and UniDash puts the two in touch.

7. Staff accounts and the UniDash Staff app

- The merchant creates staff accounts through its administrator in the app, only for its own staff aged 18 or over, and deletes a person's account on the day they leave.
- Before an account is created, the merchant tells the person that their name, email address, role, venue and device token will be processed to run the app. Each person gives their own consent on first sign-in.
- Phones running the app are locked with a passcode, and each person keeps their sign-in details to themselves. A lost phone, or a password someone else may know, is reported to UniDash at once at support@unidash.food.
- Staff see a customer's name, order, notes, pickup time and payment method, and never the customer's email address, student number or UniDash credit. They use these only to prepare and hand over the order and to answer questions about it. The merchant does not use customers' data for marketing, keep it outside UniDash or pass it to anyone, except with the customer's separate consent or as the law requires; it may keep its own sales records and invoices for as long as the law requires.
- UniDash trains and supports the merchant's staff, and tells the merchant in writing before any change to how its staff receive orders.

8. Dealing with customers

The merchant does not promise customers anything the published policies contradict, such as a refund they do not provide, and refers questions about a payment to UniDash support (section 9).

9. Support for merchants

- Write to **support@unidash.food**, or by WhatsApp to the UniDash contact named under the merchant agreement.
- A fault that stops orders or payments at a venue is handled as soon as UniDash learns of it, during the venue's opening hours. Any other message is answered within one working day.

10. Changes to these policies

- Each version of these policies, and of UniDash's other published policies, carries the date it takes effect and can be downloaded as a dated PDF from its page. Only the version in force is published; UniDash keeps every earlier version and sends a copy on request.
- UniDash notifies a merchant in writing, with the new text and the date it takes effect, of a change that affects the merchant's money, its costs or its staff's work. Such a change takes effect 7 days after the notice. A change required by law or by the payment provider, or one in the merchant's favour, takes effect at once. Any other change is published as a new version without notice.
- The merchant may object in writing within those 7 days. The change then does not apply to it while the two try in good faith to agree on it, for up to 30 days; if they do not agree, the change applies. A change not objected to is accepted.
- No change to these policies may alter the money terms of a merchant agreement, place a new cost on the merchant, or affect special terms its agreement gives it, except by an amendment signed by both parties.

11. Law and language

These policies are governed by the laws of the Hashemite Kingdom of Jordan, as the merchant agreement is. They are published in Arabic and English; if the two differ, the Arabic text prevails.

Contact

For merchants: **support@unidash.food** (section 9). To bring UniDash to a cafeteria, see UniDash for cafeterias.

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