



# SMARTMenu – Terms & Conditions

---

**Effective Date:** 06<sup>th</sup> April 2026

**Company:** Tripmap Advertising

**Jurisdiction:** Sri Lanka



Welcome to SMARTMenu. By using our website or app, you agree to the following terms. Please read them carefully.

## 1. Who We Are

SMARTMenu is a digital platform that provides digital food menu and ordering facilities. These Terms apply to all users who access or use our website and services.

## 2. Using Our Platform

By accessing SMARTMenu, you agree to:

- Use our platform only for lawful purposes
- Provide accurate information when creating an account
- Keep your login credentials secure and confidential
- Not copy, reproduce, or distribute any of our content without permission

**You must be 18 years or older** to use SMARTMenu. We reserve the right to suspend or remove any account that violates these terms.

## 3. Your Account

You are responsible for all activity that happens under your account. If you suspect any unauthorized access, please contact us immediately at [hello@smartmenu.lk](mailto:hello@smartmenu.lk).

## 4. Subscriptions & Billing

- Subscription fees are billed on a recurring basis (monthly or annually) to your chosen payment method
- If your payment fails, we may retry or suspend your access until the balance is settled
- Prices are subject to change without prior notice.
- All fees are non-refundable unless required by law

## 5. Returns and Refunds

You may request a refund within 90 days. Please note that refunds will only be considered in the event of system failures attributable to SMARTMenu and will not cover any issues or failures related to hosting, server, or domain service providers. If your refund is approved, it will be processed to your original method of payment.

## 6. Cancellations

You can cancel your subscription at any time by [hello@smartmenu.lk](mailto:hello@smartmenu.lk). Your cancellation will be processed within 48 hours, and you'll retain access until the end of your current billing period.



## 7. Our Content

All content on SMARTMenu — including text, images, logos, and software — belongs to Tripmap Advertising or its partners and is protected by copyright law. You may not reuse, copy, or redistribute without our written permission.

## 8. Privacy

We take your privacy seriously. Please refer to our Privacy Policy to understand how we collect, use, and protect your personal information.

## 9. Limitation of Liability

We do our best to keep SMARTMenu running smoothly, but we cannot guarantee that our platform will always be error-free or uninterrupted. SMARTMenu is not liable for any losses or damages resulting from your use of the platform.

SMARTMenu shall not be held liable for any issues arising from server, hosting, or domain service providers.

## 10. Changes to These Terms

We may update these Terms from time to time. When we do, we'll update the date at the top of this page. Continued use of SmartMenu after changes are posted means you accept the updated Terms.

## 11. Contact Information

If you have any questions about these Terms, feel free to reach out:

**Email:** [hello@smartmenu.lk](mailto:hello@smartmenu.lk)

**Company:** Tripmap Advertising

**Address:** 109/9, Hokandara South, Hokandara, Sri Lanka.