

Terms and Conditions

Last updated: 1 September 2025

Welcome to **Burger Mate**, operated by **Best Foods LDN Ltd** (“we”, “us”, “our”). These Terms and Conditions govern your use of our website <https://burgermate.co.uk> and any orders placed online, by phone, or in person. By accessing our website or placing an order, you agree to these Terms and Conditions.

1. Company Information

Business Name: Best Foods LDN Ltd

Trading Name: Burger Mate

Company Number: 16338743

Registered Address: Unit 1 Watling Gate, 297–303 Edgware Road, London, England, NW9 6NB

■ 01274 589589

■ contact@burgermate.com

■ <https://burgermate.co.uk>

2. Use of the Website

You must be at least 16 years old to use our website or place an order. You agree not to misuse our website or attempt to compromise its security. We reserve the right to update, suspend, or discontinue any part of the site without notice.

3. Ordering and Payment

Orders may be placed online, in person, or through delivery partners (Just Eat, Uber Eats, Deliveroo). Prices are listed in GBP and include VAT where applicable. Payment must be made at the time of ordering using approved secure payment methods.

Please notify us of any allergies before ordering. While we take care to avoid cross-contamination, we cannot guarantee a completely allergen-free environment.

4. Delivery and Collection

Estimated delivery times are for guidance only and may vary. We are not liable for delays caused by traffic, weather, or delivery partners.

5. Cancellations

Orders can be cancelled before preparation begins by contacting us immediately. Once preparation has started, cancellation or refund is not guaranteed. For app orders, cancellations must be made via the platform.

6. Refunds and Returns Policy

As food is perishable, refunds are generally not available once an order has been prepared or delivered, except if:

- The wrong item was delivered.
- Items were missing.
- Food was damaged or of poor quality.
- The order was unreasonably delayed due to our fault.

Report any issues within 30 minutes of receipt via 01274 589589 or contact@burgermate.com with your order details and, if possible, photos. Depending on the issue, we may offer a replacement meal, refund, or store credit. Refunds for third-party platform orders must be handled through that platform.

Approved refunds are processed to the original payment method within 3–5 working days.

7. Prices and Promotions

Prices are subject to change without notice. Promotions and discounts cannot be combined unless stated otherwise. We may withdraw promotions at any time.

8. Food Quality and Liability

We ensure food is prepared to high standards but are not liable for delivery delays, incorrect customer information, or indirect losses. Total liability is limited to the order amount.

9. Intellectual Property

All content and materials on <https://burgermate.co.uk> are owned by Best Foods LDN Ltd. Reproduction or redistribution is prohibited without written consent.

10. Privacy and Data Protection

We protect your data in accordance with our Privacy and Cookie Policies. Visit <https://burgermate.co.uk/privacy-policy> for details.

11. Limitation of Liability

We are not liable for indirect or consequential losses. Nothing limits liability for death, personal injury, or fraud caused by our negligence.

12. Changes to These Terms

We may revise these Terms periodically. The latest version will always be published on our website.

13. Governing Law

These Terms are governed by English law, and disputes will be subject to the exclusive jurisdiction of the courts of England and Wales.

14. Contact Us

Best Foods LDN Ltd t/a Burger Mate

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■ Compliant with UK Consumer Rights Act 2015 • Consumer Contracts Regulations 2013 • UK GDPR • Data Protection Act 2018