

On-Time, guaranteed! - Service Guarantee

On-Time, guaranteed!

Starting on the 1st of October 2019, if your food arrives late, you'll get AED30 in credit thanks to our on-time guarantee.

T&Cs:

- The On-Time Guarantee is only applicable to participating restaurants with Deliveroo's service guarantee badge
- The on-time guarantee is only applicable to orders delivered by Deliveroo
- The On-Time Guarantee applies to orders over AED30 (excluding delivery fee)
- If your order arrives more than fifteen minutes after the maximum delivery time specified at the time you place your order
- The AED30 is split into 3 x AED10 credits and is valid for seven days of your late delivery.
- You will not be eligible to receive credit under the guarantee more than once in any seven day period
- You will receive an email within 48 hours with your voucher code which you can add to your account to redeem your 3 x AED10 credits
- This code will expire within seven days of receiving the confirmation email and code, whether or not you have applied the code to your account
- We are not responsible for any failure for the voucher code to be received due to incorrect email details provided, email restrictions or otherwise.
- Deliveroo's voucher terms and conditions available at <https://deliveroo.ae/legal> apply.
- If you do not receive the confirmation email or have any issues with adding the code to your account, please feel free to reach out to Deliveroo's customer care team at customersupport@deliveroo.ae or 800 76648
- This promotion is subject to termination by Deliveroo at any time