

RESQs MASTER USER TERMS OF USE

Version 4.0 | Effective Date: 20 August 2026

1. WELCOME TO RESQs

Welcome to ResQs, a technology platform designed to help users discover, access and make better use of products, services and resources that might otherwise be unused, underutilised or wasted.

ResQs is built around the principle of:

Rescuing Resources. Enabling a Sustainable Lifestyle.

Through ResQs, users may access different services, including but not limited to:

- ResQmeals — pick up food rescue and extra food;
- ResQtables — dine-in table reservations and selected dining offers;
- future products, services and features introduced under the ResQs ecosystem.

By creating an account, accessing or using the ResQs Platform, or purchasing or booking any ResQs service, you agree to these Master User Terms of Use (“Terms”).

These Terms are intended to apply across the ResQs ecosystem so that users do not need to accept a completely new set of general terms every time a new ResQs service is introduced.

2. THE RESQs PLATFORM

ResQs is a technology and marketplace platform.

Unless expressly stated otherwise, ResQs does not:

- manufacture products;
- prepare food;
- own participating restaurants;
- own and or provide professional services supplied by participating partners; or
- directly provide the products or services listed by participating merchants, operators or service providers.

ResQs primarily provides the technology, marketplace, booking, payment, communication and related platform services that connect Users with participating merchants, operators and service providers (“Partners”).

The relevant Partner remains responsible for the actual product or service supplied to the User.

3. RESQs SERVICES

ResQs may introduce new services, products, categories, features or commercial models from time to time.

Examples include:

ResQmeals

Connecting Users with participating F&B merchants to rescue surplus, featured and other eligible food offerings.

ResQtables

Connecting Users with participating F&B merchants for prepaid dine-in reservations and participating dining offers.

Future ResQ Services

ResQs may introduce additional services in areas including food, dining, hospitality, lifestyle, mobility, experiences, services, products or other sustainable-use opportunities.

Each service may have additional Service-Specific Terms, conditions, booking rules, cancellation policies, eligibility requirements or safety requirements.

Where applicable, those Service-Specific Terms form part of these Terms for that particular transaction.

4. USER ELIGIBILITY & RESPONSIBILITIES

Unless otherwise specified for a particular service, you must:

- be at least 18 years old, or have the consent of a parent or legal guardian where permitted;

- provide accurate and complete information;
- maintain the confidentiality of your account;
- use the Platform lawfully; and
- be responsible for transactions made through your account.
- comply with applicable Partner rules;
- honour confirmed bookings;
- collect or use purchased products or services within the applicable period;
- protect account credentials; and
- use the Platform in accordance with applicable laws.

Users must not:

- commit fraud;
- abuse promotional offers;
- manipulate bookings;
- create fraudulent accounts;
- submit deliberately false information;
- misuse refunds;
- interfere with the Platform;
- use bots or automated systems without authorisation;
- attempt to gain unauthorised access; or
- harass, threaten or abuse Partners, Users or ResQs personnel.

ResQs may suspend or terminate an account where it reasonably believes that these Terms or applicable law have been breached.

5. BOOKINGS, PURCHASES AND TRANSACTIONS

Depending on the ResQs service, Users may purchase, reserve or book products or services through the Platform.

A booking or purchase becomes confirmed when:

1. the relevant transaction has been successfully completed;
2. payment has been successfully authorised or received; and
3. ResQs or the relevant Partner has issued the applicable confirmation, booking reference, QR code, collection code or other confirmation.

Specific booking, payment, cancellation and refund conditions may differ between ResQs services.

Users are responsible for reviewing the applicable Service-Specific Terms before completing a transaction.

6. PARTNER RESPONSIBILITY

Participating Partners are responsible for the products and services they provide.

This includes, where applicable:

- food preparation and food safety;
- service quality;
- accuracy of product or service descriptions;
- applicable licences and regulatory requirements;

ResQs does not assume responsibility for matters that are solely within the control of the Partner.

However, ResQs may assist Users in resolving complaints, disputes or transaction issues where appropriate.

7. PAYMENTS

Payments may be processed through ResQs or authorised third-party payment providers.

The applicable price, taxes, fees, discounts and other charges will be displayed before the transaction is completed.

Different ResQs services may use different payment models, including:

- prepaid bookings;
- full payment;
- deposits;
- promotional pricing;
- vouchers;
- credits; or
- other payment arrangements.

Users agree to pay all applicable amounts associated with a confirmed transaction.

ResQs does not retain payment card information except where expressly permitted and required for the operation of authorised payment services.

8. CANCELLATION, REFUND AND NO-SHOWS

Cancellation and refund rules may differ depending on the ResQs service, Partner and transaction.

The applicable cancellation policy will be displayed to the User before completing the relevant transaction.

Where a booking is expressly stated to be non-refundable, the User acknowledges that the applicable amount may not be refunded except where required by law or otherwise determined by ResQs.

For prepaid bookings, failure to attend, collect or use a service within the applicable period may result in the booking being treated as completed.

Where a Partner cancels a confirmed transaction, ResQs may provide an appropriate refund or alternative remedy in accordance with the applicable service rules.

9. SERVICE-SPECIFIC TERMS

ResQs may maintain separate operational terms for individual services.

Examples include:

ResQmeals

Additional terms may cover:

- collection periods;
- food categories;
- food handling;
- cancellation;
- refunds;
- allergies;
- collection codes;
- no-show arrangements; and
- food safety responsibilities.

ResQtables

Additional terms may cover:

- reservation time and date;

- minimum spend;
- prepaid menu;
- exclusion items including drinks, promotional items
- cancellation;
- late arrival;
- no-show arrangements; and
- table availability.

These Service-Specific Terms may be updated independently where necessary to reflect operational, commercial, technical, safety or Partner requirements.

10. SUSTAINABILITY

ResQs is designed to encourage more responsible use of resources.

Depending on the service, transactions may help reduce:

- food waste;
- unused dining capacity;
- unnecessary resource consumption; and
- other forms of avoidable waste.

ResQs may provide Users with sustainability information, including estimated environmental benefits, CO₂e savings, carbon footprint information, sustainability achievements, rewards or other impact measurements.

Unless expressly stated otherwise, such measurements are estimates and should not be regarded as independently verified environmental claims.

Users may share applicable sustainability achievements or impact information through supported ResQs features.

12. REVIEWS AND USER CONTENT

Where ResQs allows Users to submit reviews, comments, photographs or other content, Users must ensure that such content is truthful, relevant and lawful.

Users must not submit content that is:

- knowingly false;
- defamatory;
- threatening;

- abusive;
- fraudulent;
- discriminatory; or
- unlawful.

ResQs may remove content that breaches these Terms or applicable law.

13. INTELLECTUAL PROPERTY

All ResQs names, trademarks, logos, software, designs, interfaces, graphics, text and other Platform content are owned by or licensed to ResQs and its relevant licensors.

Users may use the Platform only for personal and lawful purposes.

Users must not reproduce, copy, modify, distribute, reverse engineer, commercially exploit or otherwise misuse ResQs intellectual property without prior written permission.

14. PRIVACY AND PERSONAL DATA

ResQs collects and processes personal information in accordance with its applicable Privacy Notice / Privacy Policy.

Personal information may be processed for purposes including:

- account creation;
- transaction processing;
- bookings;
- payments;
- customer support;
- fraud prevention;
- Platform security;
- service improvement;
- communications;
- marketing where permitted; and
- other purposes described in the Privacy Notice.

The ResQs Privacy Notice forms a separate document and may apply across the ResQs ecosystem.

Users should review the Privacy Notice before using the Platform.

15. THIRD-PARTY SERVICES

ResQs may integrate with or provide access to third-party services, payment providers, merchants, accommodation operators, technology providers and other Partners.

Those third parties may have their own terms, policies and requirements.

Where applicable, Users agree to comply with those requirements in addition to these Terms.

16. PLATFORM AVAILABILITY

ResQs will make reasonable efforts to maintain the availability and functionality of the Platform.

However, ResQs does not guarantee that the Platform will always be:

- uninterrupted;
- error-free;
- available at all times;
- free from technical problems; or
- compatible with every device or operating system.

ResQs may temporarily suspend or modify services for maintenance, upgrades, security, regulatory requirements or other operational reasons.

17. LIMITATION OF LIABILITY

To the fullest extent permitted by applicable law, ResQs shall not be responsible for losses arising solely from:

- acts or omissions of participating Partners;
- inaccurate information supplied by Partners;
- food preparation or handling by Partners;
- accommodation or service conditions controlled by Partners;
- User's improper use, handling or storage of products;
- User failure to comply with applicable booking or Partner requirements;
- events outside ResQs reasonable control; or
- technical interruptions beyond ResQs reasonable control.

Nothing in these Terms excludes or limits liability that cannot lawfully be excluded or limited under Malaysian law.

18. INDEMNITY

To the extent permitted by law, Users agree to be responsible for losses or claims arising from their unlawful use of the Platform, fraud, misuse of the Platform or material breach of these Terms.

19. ACCOUNT SUSPENSION OR TERMINATION

ResQs may suspend, restrict or terminate an account where it reasonably believes that a User:

- has breached these Terms;
- has engaged in fraudulent activity;
- has abused Partners or other Users;
- has misused refunds or promotions;
- has compromised Platform security; or
- has otherwise used the Platform unlawfully.

Termination does not affect rights or obligations that arose before termination.

20. CHANGES TO THESE TERMS

ResQs is a growing technology platform and may introduce new services, features, Partners, booking models and functionality from time to time.

To avoid requiring Users to accept an entirely new set of general terms whenever a new ResQs service is introduced, these Master Terms are intended to apply across the ResQs ecosystem.

ResQs may update these Terms from time to time.

Non-material changes

ResQs may make administrative, grammatical, technical or other non-material changes without requiring Users to re-accept the Terms.

Material changes

Where a change materially affects Users' rights or obligations, ResQs will provide reasonable notice through the Platform, email, in-app notification or other appropriate means.

Where applicable law requires fresh consent or acceptance, ResQs will obtain such consent or acceptance before applying the relevant change.

The latest version of these Terms will be made available through the ResQs Platform.

21. NEW RESQs SERVICES

The introduction of a new ResQs service does not automatically require Users to accept a new Master User Agreement.

Instead, the relevant service may contain additional Service-Specific Terms that apply only to that service or transaction.

By using that service after being presented with its applicable Service-Specific Terms, the User agrees to those additional terms to the extent permitted by law.

22. GOVERNING LAW

These Terms shall be governed by and interpreted in accordance with the laws of Malaysia.

Any dispute shall be subject to the applicable jurisdiction of the Malaysian courts, unless otherwise required by applicable law.

23. SEVERABILITY

If any provision of these Terms is found to be invalid, unlawful or unenforceable, that provision shall be modified or severed to the extent necessary, and the remaining provisions shall continue to apply.

24. ENTIRE AGREEMENT

These Master Terms, together with the applicable Service-Specific Terms and Privacy Notice, constitute the applicable agreement between the User and ResQs concerning use of the Platform.

Where there is a conflict between these Master Terms and Service-Specific Terms, the Service-Specific Terms shall apply only to the extent necessary for the relevant service or transaction.

25. CONTACT US

ResQs Customer Support

 support@resqmeal.app

Sales & Partnerships

 sales@resqmeal.app

By registering an account, submitting your personal or user information, or using the RESQs platform, you confirm that you have read, understood and agreed to be bound by the RESQs User Terms & Conditions and applicable Privacy Policy.

Your registration and continued use of RESQs constitute your acceptance of these Terms. You agree to comply with the applicable rules, policies and guidelines governing the use of RESQs and its services.

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