LIVRAISON RIKI — Terms of Use

Last updated : October 31, 2026 · Rimouski (Québec)

These terms govern the use of the application and services of **the Livraison RiKi platform / application**. By creating an account, you accept these terms as well as our Privacy Policy.

1. Service

The Livraison RiKi platform / application connects customers, local businesses (restaurants, grocery stores, bakeries, pharmacies) and independent delivery drivers in the Rimouski area.

2. Account

You must be at least 14 years old to use the service (18 years old to be a delivery driver or merchant). The information you provide must be accurate and up to date. You are solely responsible for keeping your password confidential.

3. Orders and payment

- Prices, taxes and delivery fees are displayed before confirmation.
- Payments are processed by Stripe (online payment platform). The Livraison RiKi platform / application does not store any card data.
- An order is final once payment is confirmed.
- The business may refuse an order (product unavailable, closure): it will then be cancelled and fully refunded, including loyalty points.

4. Delivery

Delivery times shown are estimates. You must be present at the address provided during the delivery window. After a reasonable period without contact, the order may be returned without a refund.

5. Loyalty program

Points are earned on the subtotal (excluding taxes, fees and tip), except on orders delivered by the store itself. They can be redeemed for a discount according to the scale shown in the app (value of a point, minimum required and maximum per order). Points that were redeemed and then cancelled are automatically returned to your account.

Points have no cash value: they cannot be refunded in money, exchanged or transferred, and are cancelled when the account is closed. LIVRAISON RIKI may change the program scale with notice in the app.

6. Conduct

Abusive, discriminatory or threatening remarks toward delivery drivers, merchants or other users may result in the immediate suspension of the account.

7. Delivery drivers and merchants

Delivery drivers and merchants act as self-employed workers. Identity verification (ID (identification), selfie, and in some cases a driver's licence) is required before activation. The Livraison RiKi platform / application may suspend an account for failure to meet service standards.

8. Liability

The Livraison RiKi platform / application is not responsible for the intrinsic quality of the products sold, which remains the responsibility of the merchant. Our total liability is limited to the amount of your disputed order.

8.1 Moving service (matchmaking)

For moving services, the Livraison RiKi platform / application acts solely as a platform connecting customers with independent moving companies. The moving contract is entered into directly and exclusively between the customer and the mover.

- The Livraison RiKi platform / application is not a party to this contract and **assumes no liability** if the customer or the mover withdraws, cancels, fails to honour the contract, or does not show up at the agreed date and time.
- The Livraison RiKi platform / application is not responsible for prices, the performance of the work, delays, or any damage, loss or breakage of property occurring during the move.
- Any dispute is solely between the customer and the mover. In the event of a dispute between them, the competent court is that of the customer's city of residence.
- Subscription fees and commissions paid by the mover are non-refundable if either party withdraws.

9. Termination

You may close your account at any time from **Profile** → **Delete my account**. We may suspend or close an account in the event of a breach of these terms.

10. Governing law

These terms are governed by the laws of Quebec, Canada. Any dispute will be submitted to the competent courts of the judicial district of Rimouski.

11. Contact

Email: **support@livraisonriki.com**