



Restaurant Partner Agreement

Independent restaurants. Better catering. Clear operations.



Welcome to Local Zest Catering

This Restaurant Partner Agreement explains how Local Zest works, how orders are received and confirmed, and the responsibilities of Local Zest and the restaurant partner.

No chain restaurants are listed on this platform.

Restaurant Information

Legal Business Name

Restaurant / DBA Name

Owner / Authorized Signer

Title

Restaurant Address

City, State, ZIP

Business Phone

Owner Cell Phone

Primary Email

Website / Social

Restaurant Launch Setup

☐ Pickup available

☐ Delivery available

Delivery Radius / Notes



How Orders Work

Every order must be reviewed and accepted through Local Zest.

1. Customer Places Order

A customer places a catering order through Local Zest.

2. Email + Text Sent

The restaurant receives email and text notifications. Notifications can go to multiple emails and up to three phone numbers.

3. Review The Order

The restaurant reviews the order date, delivery or pickup time, guest count, menu items, modifiers and customer notes.

4. Accept Or Decline

The restaurant must click the Accept Order or Decline Order link. An order is not considered accepted until it is confirmed through the Local Zest link.

5. Use The Production Sheet

The kitchen, manager and driver use the Production Sheet to prepare, verify and complete the order.

6. Complete The Order

The restaurant prepares the order on time and follows the completion process, including photo proof when requested or recommended.

IMPORTANT: Orders are not accepted until the restaurant clicks ACCEPT ORDER.

If the restaurant cannot fulfill the order, it must decline as soon as possible so Local Zest can notify the customer.



Responsibilities

Clear expectations for both sides.

Restaurant Responsibilities

- Prepare all accepted orders accurately and on time.
- Follow the Local Zest Production Sheet and customer notes.
- Click Accept Order or Decline Order for every order.
- Notify Local Zest immediately if an issue, delay, outage or shortage occurs.
- Maintain accurate menu items, pricing, availability and business hours.
- Package catering orders professionally and include required setup supplies.
- Use reasonable care to protect food quality, temperature and presentation.
- Provide completion photo proof when requested or recommended.
- Treat Local Zest customers professionally and protect customer information.

Local Zest Responsibilities

- Build and maintain the restaurant catering menu on the Local Zest platform.
- Market participating independent restaurants to local businesses and customers.
- Process customer payments securely through approved payment providers.
- Collect and remit applicable sales tax for Local Zest platform orders where required.
- Send order notifications by email and text based on the notification settings provided.
- Provide printable Production Sheets and order confirmation links.
- Provide reasonable customer support and restaurant support for platform orders.
- Assist with menu updates, images, delivery zones and onboarding checklist items.
- Provide order history, reporting and payout records when available.



Production Sheet, Photo Proof, Refunds & Disputes

Designed to protect the customer, restaurant and platform.

Production Sheet

Local Zest does not simply send a restaurant an order. Local Zest sends a Production Sheet designed to tell the team what to prepare, when it needs to be ready and how to verify the order before delivery or pickup.

- Kitchen Ready By time
- Driver Leave By time
- Customer Delivery Time
- Menu items, quantities and modifiers
- Hot food, cold side, drinks, desserts and setup sections
- Cook checkboxes, driver checkboxes and special notes
- QR code or secure completion link when available

Recommended Completion Photo

For catering orders, Local Zest recommends taking a completion photo before the order leaves the restaurant. The photo should show the completed bags, trays, labels, drinks and setup items when practical. The photo helps document that the order was prepared and protects the restaurant if a dispute is raised later.

Refunds, Credits & Disputes

- Customer complaints, missing items, late preparation, quality issues or inaccurate orders may result in a review by Local Zest.
- Local Zest may issue a refund, credit or adjustment when the facts support it, including customer documentation, restaurant communication, production sheet notes and photo proof.
- If the issue was caused by restaurant error after an order was accepted, the restaurant payout may be reduced by the related refund, credit or adjustment.
- If the issue was caused by platform error, customer error or delivery circumstances outside the restaurant control, Local Zest will review fairly and communicate the outcome.
- The restaurant agrees to cooperate promptly with Local Zest when investigating order issues.



Payouts, Fees, Taxes & Agreement Terms

Banking enrollment is handled separately.

Payouts

- Restaurant payouts are processed separately through Local Zest and/or its banking partner. Banking information is not collected in this agreement.
- Payout timing, payout reports and deductions will be provided according to Local Zest payout procedures.
- Refunds, credits, chargebacks, adjustments, commissions and platform fees may be deducted from restaurant payouts when applicable.
- Before payouts begin, Local Zest may require a completed W-9 and banking enrollment through the appropriate banking process.

Fees & Taxes

- Local Zest may deduct agreed platform commissions, service fees or other approved charges from orders or payouts.
- Customer-facing fees, restaurant commissions and payout calculations may be updated by written notice or platform policy.
- Local Zest is responsible for collecting and remitting applicable sales tax on Local Zest platform orders where required by law or platform process.
- The restaurant remains responsible for its own income taxes, payroll taxes, business licenses, permits, insurance and regulatory compliance.

Term, No Upfront Cost & Removal

- There is no upfront cost for a restaurant to join Local Zest unless a separate written agreement says otherwise.
- Either party may request removal from the platform. Accepted orders must still be fulfilled unless Local Zest agrees otherwise.
- Local Zest may pause or remove a restaurant for repeated order issues, failure to confirm orders, inaccurate menu information, unsafe practices or customer-impacting problems.
- This agreement may be updated as Local Zest improves the platform. Material changes will be communicated to restaurant partners.



Notification Setup

Who gets texts, emails, order changes and reports.

Add the people who should receive Local Zest order notifications. New order notices are sent by email and text. Multiple email addresses may be used. Text alerts may be sent to up to three phone numbers.

Name / Role	Cell Phone	Email	Receives

Notification Types

- | | |
|---|---|
| ☐ New Orders | ☐ Order Changes |
| ☐ Cancellations | ☐ Weekly Reports |
| ☐ Payout Reports | ☐ Urgent Support Notices |

Special Notification Notes



Electronic Signature

Complete after reviewing all terms.

By signing below, the restaurant and authorized signer acknowledge that they have read and understand this agreement. The restaurant understands that Local Zest orders must be accepted through the confirmation link before they are considered accepted.

Printed Name

Title

Restaurant Name

Date

☐ I have read and agree to the Local Zest Restaurant Partner Agreement.

SIGN HERE

Authorized Signature

Use Adobe Fill & Sign, a touchscreen PDF app, or print and sign here.

After signing:

Local Zest will save the agreement, collect the W-9, send the welcome email with the JPEG guide, and continue the restaurant onboarding checklist.



W-9 Information Page

Complete before restaurant payouts begin.

This page collects the core information needed for W-9 records. Local Zest may also request the official IRS Form W-9. Give W-9 information to Local Zest; do not send it to the IRS.

Name as shown on tax return

Business name / disregarded entity name, if different

Federal tax classification

Exemptions / codes, if any

Address

City, State, ZIP

Requester name and address, if needed

Taxpayer Identification Number

EIN

SSN

Certification: Under penalties of perjury, I certify that the taxpayer identification information provided is correct and that I am a U.S. person or other U.S. person as applicable for Form W-9 purposes.

W-9 Signature

Date

☐ I understand a completed W-9 is required before payouts can begin.