

FOODELO REFUND POLICY

Effective Date: June 1, 2024

At Foodelo, customer satisfaction is our top priority. We strive to ensure that your food delivery experience is seamless and enjoyable. However, we understand that there may be instances where you are not satisfied with your order. This Refund Policy outlines the conditions under which you may request a refund.

1. Eligibility for Refunds

You may be eligible for a refund **from vendors** under the following conditions:

Incorrect Order: If you receive an order that does not match the items you ordered (e.g., wrong dishes, missing items, incorrect quantities).

Poor Quality: If the food you receive is spoilt, undercooked, or otherwise inedible.

Non-Delivery: If your order is not delivered at all.

2. Conditions for Refunds

To qualify for a refund, the following conditions must be met:

Reporting Time: You must report the issue within 24 hours of receiving your order. Requests made after this period may not be eligible for a refund.

Proof of Issue: You must provide evidence of the issue, such as photos of the incorrect or poor-quality items, and any other relevant details.

Order Details: You must provide your order number, delivery time, and any other relevant order information to facilitate the refund process.

3. Non-Refundable Situations

Refunds will not be provided under the following conditions:

Change of Mind: If you simply change your mind after the order has been prepared or delivered.

Personal Taste: If you do not like the taste of the food or it does not meet your personal preferences.

Incorrect Delivery Address: If the delivery was made to the wrong address due to incorrect information provided by you.

4. Refund Process

If your refund request is approved, the refund will be processed as follows:

Refund Method: Refunds will be issued to the original payment method used at the time of purchase.

Processing Time: Generally, refunds will be processed within 5-7 business days after approval. Where possible, an immediate refund can be made into customer's wallet

5. How to Request a Refund

To request a refund, please follow these steps:

1. **Contact Customer Support:** Reach out to our customer support team via the Foodelo app or website.

2. Submit Details: Provide your order number, detailed description of the issue, and any supporting evidence (e.g., photos).

3. Await Confirmation: Our customer support team will review your request and contact you within 48 hours with a resolution.