

## **Cancellation and Refund Policy**

### **1. Cancellation**

#### **1.1. Customer Cancellation:**

- 1.1.1. The order once placed with us can be cancelled until our HomeChef has not started the food preparation i.e. the order status is not changed to Preparing.
- 1.1.2. Once, the order status is changed to Preparing, the order will be non-refundable.
- 1.1.3. If you cancel your order after it is under Preparing Status, CHEFistry shall have a right to charge you 100% of the order amount as the cancellation fee, with a right to either not to refund the order value in case your order is prepaid or recover from your subsequent order in case your order is postpaid, to compensate our HomeChef and delivery partners.
- 1.1.4. However, subject to your previous cancellation history, CHEFistry reserves the right to deny any refund to you pursuant to a cancellation initiated by you.

#### **1.2. HomeChef Cancellation:**

- 1.2.1. The HomeChef can cancel the order if the order status is not changed to Preparing.
- 1.2.2. Once the HomeChef has accepted the order and is unable to deliver the food as per the delivery schedule, CHEFistry will not charge any cancellation fees and refund the customer in full.

#### **1.3. Delivery Partner or CHEFistry Cancellation:**

- 1.3.1. Any reasons which are attributable to CHEFistry or its delivery partners, we will not charge any cancellation fees and refund the customer in full.

#### **1.4. Other Cancellations:**

- 1.4.1. We reserve the right to charge you cancellation fee for the orders constrained to be cancelled by CHEFistry for reasons not attributable to us, including but not limited to:
  - 1.4.1.1. Incorrect / insufficient address or if the address is out of our delivery area zone.
  - 1.4.1.2. Failure to contact you by either phone or email at the time of order booking.
  - 1.4.1.3. Failure to deliver your order due to lack of information, direction or authorization from you at the time of delivery; or
  - 1.4.1.4. Unavailability of all the items ordered by you at the time of booking the order; or
  - 1.4.1.5. Unavailability of all the items ordered by you at the time of booking the order. However, in the unlikely event of an item on your order being unavailable, we will contact you on the phone number



provided to us at the time of placing the order and inform you of such unavailability. In such an event you will be entitled to cancel the entire order and shall be entitled to a refund to an amount upto 100% of the order value.

## **2. Refunds**

- 2.1. You may be entitled to a refund for prepaid orders post deduction of cancellation fee as described above or in a manner as deemed fit by CHEFistry in its sole discretion. You shall also be entitled to a refund of proportionate value in the event packaging of an item in an order or the complete order, is either tampered or damaged and you refuse to accept at the time of delivery;
- 2.2. You may be entitled to a refund upto 100% of the order value, if CHEFistry Delivery Partner fails to deliver the order to you due to a cause attributable to CHEFistry, however such refunds will be assessed on a case to case basis by CHEFistry.
- 2.3. Note: We do not penalise the Delivery Partner for delay, caused due to external factors.
- 2.4. Our decision on refunds shall be final and binding.
- 2.5. All refund amounts shall be credited to your account as may be stipulated as per the payment mechanism of your choice, the estimated timelines will be within 7-10 working days.

## **3. Cash on Delivery**

- 3.1. For Cash on Delivery orders, we expect you to make of the below:
  - 3.1.1. Please do not pay where packaging is either tampered or damaged at the time of delivery.
  - 3.1.2. Incorrect order being delivered.
  - 3.1.3. Items are missing from your order at the time of delivery.
  - 3.1.4. However, you will have to intimate the same to our HeadChef or the Phone No. against your order before the order status is changed to Delivered.