

## **REFUND POLICY**

**A refund is only made in exceptional circumstances as below:**

If the Merchant/Food Operator:

- i. do not have the ordered foods and beverages; and/or
- ii. foods and beverages quality are exceptionally poor; and/or
- iii. provide different type of foods and beverages of what was ordered; and/or
- iv. foods and beverages are served in a poor hygiene condition.

Under the above circumstances, user can ask for a monetary refund from the merchant/food operator directly but it is a sole discretion of Merchant/Food operator to decide on the form of refund.

For food exchange or cancellation of order, there is no refund permitted.