

Cancellation and Refund Policy

*Any Capitalized terms used but not defined herein shall have the meaning assigned to them under the Terms of Use which govern your use of our website <https://foodl.kitchen/#> (the “**Website**”) and our ‘Foodlabs’ application for mobile and handheld devices (the “**App**”). The Website and the App are jointly referred to as the “**Platform**”.*

Customer Cancellation

- As a general rule Buyer shall not be entitled to cancel Order once placed. It would be physically impossible to stop the process once the Foodl-Go machine has started preparing your order.
- However, in the unlikely event of an item in an Order being unavailable, and the machine fails to add that item/ingredient in the smoothie, the Buyer can raise an issue with the customer grievance redressal team by sending in a mail at foodlabsx@gmail.com. In such an event, Buyer will be entitled to a refund of upto 100% of the Order value.
- In case of cancellations of order post payment due to Merchant or gateway technical faults, the Buyer will be entitled to a refund of 100% of the value.

Refunds

- Buyer may be entitled to a refund for Orders wherein they feel that the quality is inadequate or the quantity served is unproportionate. Foodlabs retains the right to retain the penalty payable by the Buyer from the amount refundable to him/her. The Buyer would have to raise an issue with the customer grievance redressal team by sending in a mail at foodlabsx@gmail.com and explaining the reason with appropriate pictures attached.
- Our decision on refunds shall be final and binding.
- All refund amounts shall be credited to Buyer’s account as may be stipulated as per the payment mechanism of Buyer’s choice, the estimated time of refund would be 5-7 Business Days.