

Refund and Cancellation Policy

Effective Date: 13 August 2026

At **Eatz Food Delivery and Technologies** ("Eatz"), we strive to ensure a seamless food ordering experience. However, we understand that there may be instances where you need to cancel an order or request a refund. This policy outlines the conditions under which cancellations and refunds are processed.

1. Order Cancellation by the Customer

- **Before Restaurant Acceptance:** You can cancel your order at no cost anytime before the Restaurant Partner has accepted the order. The cancellation option will be available in your Eatz app.
- **After Restaurant Acceptance:** Once the Restaurant Partner has accepted your order and begun preparation, cancellations are generally not permitted. If you choose to cancel after acceptance, a cancellation fee up to 100% of the order value may be charged to compensate the restaurant for the prepared food.
- **Cash on Delivery (COD) Cancellations:** Frequent unjustified cancellations of COD orders may result in your account being restricted from using the COD payment method or suspended.

2. Order Cancellation by Eatz / Restaurant Partner

Eatz or the Restaurant Partner reserves the right to cancel an order under the following circumstances:

- The requested item(s) are out of stock or unavailable.
- Eatz is unable to find a Delivery Partner to fulfill your order.
- The delivery address falls outside our serviceable zones or is inaccessible.
- Suspected fraudulent activity on your account.

In the event of a cancellation initiated by Eatz or the Restaurant Partner, you will receive a full refund if you have paid online.

3. Refund Policy

Refunds may be initiated in the following scenarios, subject to verification:

- **Missing Items:** If an item is missing from your delivered order.
- **Wrong Order:** If you receive completely different items than what you ordered.
- **Spoiled or Damaged Food:** If the food is visibly spoiled, contaminated, or the packaging is severely damaged resulting in the food being unfit for consumption.

Important Note: To claim a refund for the issues mentioned above, you must contact EatZ Support via the app within **24 hours** of delivery and provide clear photographic evidence. EatZ reserves the right to investigate the claim with the Restaurant and Delivery Partner before processing the refund.

4. Refund Processing Time

- Approved refunds will be processed back to the original payment method.
- **Credit/Debit Cards, Net Banking, UPI:** Please allow 5-7 business days for the refund to reflect in your account, depending on your bank's processing time.
- **Eatz Wallet:** Refunds credited to your EatZ Wallet will reflect within 24 hours and can be used for future orders.

5. Contact Us

If you have any questions regarding your order, cancellation, or refund, please reach out to our support team:

- **Email:** support@eatz.co.in