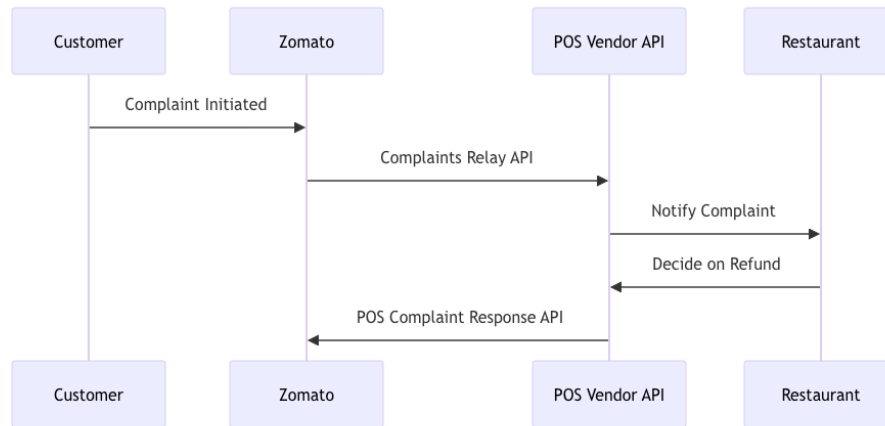


## Handling Customer Complaints



This document explains the procedure when a customer initiates a complaint regarding an order.

**Complaint Initiated:** The customer submits a complaint through Zomato's platform.

**Zomato Relays Complaint:** Zomato informs the POS vendor about the complaint via the Complaints Relay API.

**Restaurant Notified:** The POS system notifies the restaurant of the customer's complaint.

**Refund Decision:** The restaurant reviews the complaint and decides whether to issue a refund.

### Refund Process

**Refund Accepted:** If the restaurant agrees to refund, they specify the refund amount via the POS system.

**Refund Rejected:** If the restaurant does not agree to a refund, they must provide a valid reason through the POS system.