**Refund policy**

Refunds can only be done within 2-3 working days after payment when cashback fails.

Reason(s) for refund must be stated. This will be processed and investigated before refund is approved.

Some conditions for refund are:

* We do not contact you after confirming your order
* Health hazard in food (picture and video evidence will be needed)
* What is ordered is not what is received
* Order confirmation when food delivery is out of our delivery zones

**Cancelation policy**

By placing an order through our app, you enter into an agreement with PushEat with respect to the processing and completion of the order. If you are paying online, PushEat is also responsible for any returns or refunds. However, the Chef remains responsible for the preparation, and quality of your order. You agree to take particular care when providing us with your details and warrant that these details are accurate and complete at the time of ordering. You also warrant that the credit or debit card details that you provide are for your own credit or debit card and that you have sufficient funds to make the payment.

After order has been confirmed, PushEat reserves all rights to accept cancelation, e.g because preparation of Food has been completed and/or delivery personnel has already been dispatched then Push Eat shall have a right to charge you cancellation fee of **₦500**, with a right to make a refund of the order value or recover from your subsequent order, the complete/ deficit cancellation fee, as applicable, to compensate our chef and delivery partner.