## Cancellation & Refunds

* • Corporate orders, once placed, cannot be canceled. However, they can be rescheduled up to 3 hours before delivery.
* • If an order cannot be delivered due to preparation or logistics issues, the full meal amount will be refunded within 2-3 working days.
* • Orders can be canceled within 1 hour of placement by contacting our support team. Refunds will be processed within 7-10 business days if the cancellation is approved. No refunds will be issued for orders already dispatched.

**Reschedule Policy**

We understand that plans change. Our reschedule policy is designed to be flexible while ensuring we can properly manage our food preparation and delivery operations.

**How to Reschedule a Corporate Order**

* Log in to your account
* Navigate to "My Orders"
* Select the order you wish to reschedule
* Click the "Reschedule Order" button
* Confirm your reschedule request

Alternatively, you can contact our customer service team at **info@caterorange.com** during business hours.

**Quality Issues & Service Concerns**

If you experience any issues with food quality, missing items, or significant delivery delays, please report the problem within 3 hours of delivery. Our team will review your case and work to address your concerns promptly.

To report a quality issue, please contact our customer service team at **info@caterorange.com** or call **9652536715** within the specified time frame.