

# BeanHaven Coffee - Refund & Delivery FAQs

## BeanHaven Coffee - Refund and Delivery FAQs (Dummy Data)

This document provides a set of frequently asked questions (FAQs) about refunds, order issues, and delivery for BeanHaven Coffee. It is intended as dummy content for testing question-answering and RAG pipelines.

**GENERAL REFUND POLICY:** Q: Can I get a refund if I don't like my drink? A: If a customer is genuinely dissatisfied with the quality or taste of their drink, staff may offer to remake the drink once at no additional cost. Refunds are granted at the discretion of the store manager. Q: What if my drink was prepared incorrectly? A: If the drink does not match the order (wrong size, missing customization, etc.), staff should remake the drink or offer a suitable alternative.

**PAYMENT & BILLING:** Q: How are refunds processed? A: Refunds are generally processed using the original mode of payment, whether card, digital wallet, or cash. In some cases, store credit or coupons may be issued instead of a direct refund. Q: How long does it take to receive a refund? A: Card or wallet refunds may take 3–5 business days to reflect, depending on the payment provider. Cash refunds are provided immediately.

**ONLINE ORDERS & DELIVERY:** Q: What if my delivery order is late? A: If a delivery order is significantly delayed beyond the estimated time, customers may contact the store or support channel. Depending on the situation, they may receive an apology coupon or partial refund. Q: What if items are missing from my delivery? A: Missing items should be reported within a reasonable time frame (typically within 2 hours of delivery). The store may offer to resend missing items or provide a refund or coupon.

**ORDER TRACKING FAQ:** Q: How can I track my order? A: For app or web orders, an order tracking screen will show stages such as 'Order Received', 'Being Prepared', and 'Out for Delivery'. In-store staff may also assist by checking the status in the POS system. Q: My order status says 'Completed' but I didn't receive it. What should I do? A: Customers should immediately contact the store or support helpline. Staff will verify the situation and may issue a refund or replacement.

**COUPONS & COMPENSATION:** Q: When do you offer coupons as compensation? A: For issues like long delays, minor mistakes in orders, or poor experience, staff may issue a one-time compensation coupon such as '10% OFF Signature Hot Cocoa' or 'Free Upgrade to Large Drink'. Q: Can I combine compensation coupons with other offers? A: Generally, compensation coupons cannot be combined with other promotions unless explicitly mentioned.

**NOTE FOR DEVELOPERS:** This PDF is ideal for testing FAQs around refunds and order issues. Example user queries: 'Where is my order?', 'How do refunds work?', 'My order arrived late, what can I do?'. When using RAG, your system should retrieve

the relevant Q&A sections and include them in the LLM prompt.