**Return & Refund Policy for AR DELIVERO**

1. **Overview**

At AR DELIVERO, customer satisfaction is our priority. We ensure the highest quality standards in the products we deliver. However, if you are not satisfied with your order, we offer a transparent return and refund policy under specific conditions.

1. **Eligibility for Return / Refund**

You may request a return or refund if:

Wrong Item Delivered – If the delivered item is different from what was ordered.

Damaged or Expired Products – If items are physically damaged, spoiled, expired, or nearing expiry (within 24 hours).

Missing Items – If an item from the confirmed order is missing.

Poor Quality or Stale Products – Especially for bakery or perishable items.

1. **Conditions for Return**

Requests must be raised within 2 hours of delivery.

Product must be unused and untampered (except for perishables).

You must provide photo or video proof via the app or customer support email.

For bakery or fresh items, refunds will only be processed if the product is stale, moldy, or has visible defects at delivery time only.

1. **Non-Returnable Items**

The following items are non-returnable unless delivered in unacceptable condition:

Fresh dairy, fruits, and vegetables and processed and prepared Foods

Frozen and ready-to-eat food.

Breads and pastries.

Customized bakery items (e.g., birthday cakes).

1. **How to Request a Refund**

You can initiate a return or refund request by:

Going to the “Order History” section in the app.

Selecting the relevant order and tapping “Report an Issue”.

Uploading required photos and submitting the request.

Or contact: 📞 Customer Support: 9682329952

📧 Email: support@ardelivero.com

1. **Refund Methods**

Approved refunds will be processed via:

Original payment method (UPI/card/net banking) within 5–7 business days.

Wallet credit in the app (if selected). preferred

1. **Cancellation Policy**

Orders can be cancelled before the vendor confirms preparation.

Once confirmed or dispatched, cancellation is not possible unless:

Delay exceeds 45 minutes beyond estimated time.

Item becomes unavailable.

1. **Dispute Resolution**

In case of unresolved issues, you may contact our escalation team at: ✉️ Escalation Email: [admin@ardelivero.com](mailto:admin@ardelivero.com)

We aim to resolve all queries within 72 hours