**Cancellations and Refunds**

1. **Cancellation**
   1. **Customer Cancellation**
      1. As a general rule you shall not be entitled to cancel your order once placed. You may choose to cancel your order only within one-minute of the order being placed by you. However, subject to your previous cancellation history, Menukart reserves the right to deny any refund to you pursuant to a cancellation initiated by you even if the same is within one-minute.
      2. If you cancel your order after one minute of placing it, Menukart shall have a right to charge you 100% of the order amount as the cancellation fee , with a right to either not to refund the order value in case your order is prepaid or recover from your subsequent order in case your order is postpaid, to compensate our restaurant/merchants and delivery partners.
   2. **Non-Customer Cancellation**
      1. Menukart reserves the right to charge you cancellation fee for the orders constrained to be cancelled by Menukart for reasons not attributable to Menukart, including but not limited to:
         1. in the event if the address provided by you is either wrong or falls outside the delivery zone;
         2. failure to contact you by phone or email at the time of delivering the order booking;
         3. failure to deliver your order due to lack of information, direction or authorization from you at the time of delivery; or
         4. unavailability of all the items ordered by you at the time of booking the order; or
         5. unavailability of all the items ordered by you at the time of booking the order. However, in the unlikely event of an item on your order being unavailable, Menukart will contact you on the phone number provided to us at the time of placing the order and inform you of such unavailability. In such an event you will be entitled to cancel the entire order and shall be entitled to a refund to an amount upto 100% of the order value.
      2. In case of cancellations for the reasons attributable to Menukart or the restaurant partner or delivery partners, Menukart shall not charge you any cancellation fee.
2. **Refunds**
   1. You may be entitled to a refund for prepaid orders post deduction of cancellation fee as described in Section 1.2 above or in a manner as deemed fit by Menukart in its sole discretion. You shall also be entitled to a refund of portionate value in the event packaging of an item in an order or the complete order, is either tampered or damaged and you refuse to accept at the time of delivery;
   2. You may be entitled to a refund upto 100% of the order value if Menukart Delivery Partner fails to deliver the order to you due to a causes attributable to Menukart, however such refunds will be assessed on a case to case basis by Menukart Note: We do not penalise the Delivery Partner for delay, caused due to external factors
   3. Our decision on refunds shall be final and binding.
   4. All refund amounts shall be credited to your account as may be stipulated as per the payment mechanism of your choice, the estimated timelines are detailed as below, in case you don’t choose to credit it to you wallet with your Menukart Account;

| **Process** | **Payment Method** | **Refund Source** | **TAT** |
| --- | --- | --- | --- |
| Order Edit/Cancellation/Compensation/Payment Failure | Net Banking | Source | 5-7 Business Days |
| Debit/Credit Cards | Source | 4-7 Business Days |
| UPI | Source | 2-4 Business Days |
| Amazon Pay (Wallet) | Source | 5 Business Days |
| Amazon Pay (CC/DC/NB) | Source | 5 Business Days |
| Phone Pe (Wallet) | Source | 5 Business Days |
| Phone Pe (CC/DC/NB) | Source | 5 Business Days |
| Wallets-Paytm/Mobikwik/Freecharge | Source | 1 Hour |
| Lazy Pay | Source | 1 Hour |
| Sodexo | Source | 5 Business Days |

1. In case of payment at the time of delivery, you will not be required to pay for:
   1. orders where packaging is either tampered or damaged at the time of delivery;
   2. wrong order being delivered; or
   3. items missing from your order at the time of delivery.

Provided the same is communicated to Menukart Customer Care before the order is marked delivered.