

# **Refund Policy – Hela Bojun**

## **Disclaimer**

This Refund Policy is **only a prototype** created for academic and project purposes. It does not represent an official or legally binding policy of Hela Bojun or Sabaragamuwa University of Sri Lanka. The content is intended solely for demonstration as part of a website development project.

Effective Date: [11/23/2025]

Entity: Hela Bojun

Location: Sabaragamuwa University of Sri Lanka

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## **1. Introduction**

At Hela Bojun, we strive to provide high-quality, authentic Sri Lankan dishes, beverages, sweets, and short eats prepared with fresh and healthy ingredients. Customer satisfaction is important to us, and we aim to ensure every order meets our standards. This Refund Policy outlines the conditions under which refunds may be considered.

## **2. General Policy**

Due to the nature of our products (freshly prepared food items), we do not accept returns or offer refunds for food once it has been served or delivered. This policy helps maintain food safety and hygiene standards.

## **3. Exceptions and Reasonable Situations**

While food cannot be refunded under normal circumstances, we understand that exceptional situations may arise. Refunds or replacements may be considered in the following cases:

- Incorrect Order: If you receive an item different from what you ordered.
- Quality Issues: If the food is spoiled, undercooked, or does not meet our quality standards.

- Order Not Delivered: If your order was confirmed but not delivered due to an error on our part.
- Payment Errors: If you were charged incorrectly or charged multiple times for the same order.

## 4. Conditions for Refund Requests

To be eligible for a refund under the above exceptions:

- Notify us within 30 minutes of receiving the order.
- Provide proof of purchase (receipt or order confirmation).
- Share details and evidence (e.g., photo of the item) to help us verify the issue.

## 5. Refund Process

- Once your request is reviewed and approved, refunds will be processed within 7 business days.
- Refunds will be issued via the original payment method or as a credit voucher for future purchases.
- In some cases, we may offer a replacement item instead of a monetary refund.

## 6. Non-Refundable Situations

Refunds will not be provided for:

- Change of mind after the order is prepared or delivered.
- Delays caused by factors beyond our control (e.g., traffic, weather).
- Items consumed or partially eaten before reporting an issue.