



# Cancellation & Refund Policy

Last updated: [13/01/2026]

## 1. Order Cancellation

- Orders can be cancelled **within 24 hours of placing the order**, provided the seller has not started preparation/shipping.
- Food items may not be cancellable once preparation has begun.

## 2. Refund Eligibility

Refunds may be issued in cases of:

- Order cancellation within allowed timeframe
- Damaged or incorrect product received
- Order not delivered

## 3. Non-Refundable Items

- Customized or made-to-order items
- Food items already prepared or delivered

## 4. Refund Process

- Approved refunds will be processed to the original payment method.
- Refunds are initiated within **5–7 business days**.
- Actual credit time depends on your bank/payment provider.

## 5. How to Request a Refund

Email us at [support@homelyhaath.com](mailto:support@homelyhaath.com) with:

- Order ID
- Reason for refund
- Supporting photos (if applicable)

