Hi! I am Sanjay and I will be assisting you today.

I am really sorry for the inconvenience caused to you.

Please allow me a moment so that I can check and do the needful.

I apologize for the bad experience caused to you, I do feel the same pain as you’re feeling.

Constructive feedback will be passed on to the restaurant management to ensure this is not repeated again in the future.

Can you please share the image so that I can check and do the needful?

Can you please elaborate on the issue which you have been facing?

I am extremely sorry at this instance the refund or promo is not possible I request you to please treat this as an exception.

I apologize for the inconvenience caused to you, we never had any intention to see you around chaos.

I understand your disappointment, while we always endeavor to provide our customers the best possible experience, at times things can go beyond our abilities.

 I can understand your frustration and it’s totally justified. I am once again extremely sorry for the experience. I hope you give us another chance to rectify our mistake.

We certainly never wanted you to face this. We deeply regret the inconvenience that has been caused to you.

I wish I could do more than apologize hence I am raising this issue with the restaurant to make sure stern action is taken regarding this issue and you don't have to go through this again in future.

I am extremely sorry for the bad experience caused to you. We always try to provide the best Zomato experience to our users. You can consider this as an exception.

**I Request you to please treat this as an exception and we will make sure as such does not repeat again.**

**I hope you will consider this as an Isolated incident and allow us to serve you better in near future.**

I understand the quality of the order delivered to you was not up to your expectations and I sincerely apologize for that.

**As an aggregator, we do not exercise any direct control over the quality of items packed by the outlet as we are not allowed in the kitchen. Thus, we ensure that our customer's feedback is shared with the relevant team so that it can be brought to the notice of the store.**

**I request you to please write a review on the restaurant's page which can affect their ratings as well our concern team will take proper action on it.**

I am extremely sorry once the order is delivered we cannot replace or edit on the same order.

Please stay connected while transferring.

As there are high chats it is taking long as than expected.

I tried my best to help you with my full efforts.  
We will surely serve you better next time  
give us the last chance to improve.  
Be safe, Keep smiling, Be healthy, Eat well.  
Thank you.