

## **Refund & Exchange Policy:**

If you are not entirely happy with your experience with Ramen Danbo Australia, please contact us at [info@ramendanbo.com.au](mailto:info@ramendanbo.com.au) and we will work to resolve your concerns.

Any complaint must be submitted to our customer care team for consideration within 24 hours after the Pickup Time. Our team will review your request and get back to you as soon as possible on how we propose to rectify your experience.

Any decision to grant a refund will be at our discretion (subject to our legal obligations) but we will always endeavour to address any complaints to your satisfaction. We will process any approved refunds within 5 business days of approval.

All refunds will be made in the same method that the payment was taken. Our store admin will require your credit card that you used to make the online purchase and the refund will be processed by our admin officer through the eWAY payment portal, your payment will be returned to your credit card within 48 hours after process.

Please note that:

- Preparation of your order can begin immediately after your order has been confirmed. We cannot accept cancellations once your order has been confirmed with the restaurant.
- Refunds will be handled upfront with each restaurant/F&B provider in-store within 24 hours in cash on spot or only through the Original Mode of payment after the deduction of payment gateway processing charges.
- You shall be entitled to a refund only if you pre-pay for your order at the time of placing your order on the Platform and only in the event of any of the following circumstances:
  - o your order packaging has been tampered or damaged at the time of delivery;
  - o wrong order being delivered; or items missing from your order at the time of delivery;
  - o us cancelling your order due to (A) your delivery location following outside our designated delivery zones; (B) failure to contact you by phone or email at the time of confirming the order booking; or cancelling the order at the time of confirmation due to unavailability of the items you ordered for at the time of booking.
- Our decision on refunds shall be at our sole discretion and shall be final and binding.