

Tiffin Hub Cancellation Policy

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Document Control

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1.0	29/06/2026	Initial Release	DigitalIndian IT Team

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Cancellation Policy

1. Introduction

At **Tiffin Hub**, we strive to provide fresh, hygienically prepared meals through our restaurant partners and timely delivery through our delivery partners.

Since every order is prepared specifically after confirmation, cancellation requests are subject to the conditions mentioned below.

By placing an order through the Tiffin Hub application, you agree to this Cancellation Policy.

2. Order Cancellation by Customer

Customers may cancel an order depending on the current order status.

A. Before Restaurant Accepts the Order

The customer may cancel the order without any cancellation charges.
A full refund will be processed if payment has already been completed.

B. After Restaurant Accepts the Order

Once the restaurant has accepted the order and food preparation has started, cancellation may not be permitted.

If cancellation is approved under exceptional circumstances, cancellation charges may apply.

C. Food Already Prepared

Orders cannot be cancelled after the food has been fully or substantially prepared.
No refund shall be applicable.

D. Out for Delivery

Once the delivery partner has picked up the order, cancellation is not permitted.
No refund shall be issued.

3. Subscription Meal Cancellation (If Applicable)

Customers using daily, weekly, or monthly meal subscriptions may cancel future scheduled meals subject to the following conditions:

- Cancellation request must be submitted before the daily cut-off time.
- Meals already prepared cannot be cancelled.
- Future scheduled meals may be eligible for refund or credit depending upon the subscription plan.

4. Restaurant-Initiated Cancellation

A restaurant may cancel an order due to:

- Item unavailable
- Kitchen closure
- Operational issues
- Force majeure
- Capacity limitations

In such cases:

- Customer will receive notification.
- Full refund will be processed for prepaid orders.
- Alternate restaurants may be suggested where available.

5. Tiffin Hub Cancellation

Tiffin Hub reserves the right to cancel an order under circumstances including but not limited to:

- Fraudulent transactions
- Duplicate orders
- Technical errors
- Pricing errors
- Payment verification failure
- Safety concerns
- Delivery not serviceable
- Government restrictions
- Natural disasters

Where appropriate, eligible refunds shall be initiated.

6. Customer Unavailability

For any of the below scenarios, the order shall be treated as completed.
No refund will be applicable and additional delivery charges may apply if re-delivery is requested.

If the customer:

- Does not answer calls
- Is unavailable at the delivery location
- Provides an incorrect address
- Refuses delivery without valid reason

7. Incorrect Delivery Address

Customers are responsible for entering the correct delivery address.
If an incorrect address causes delivery failure:

- Cancellation may not be permitted
- Additional delivery charges may be collected
- Refund may not be available

8. Delivery Delay

Delivery times are estimates only.

Delays may occur due to:

- traffic conditions,
- weather,
- festivals,
- restaurant preparation time,
- rider availability,
- unforeseen operational issues.

Delivery delays alone do not qualify for automatic cancellation or refund.
Each request shall be reviewed individually.

9. Refund Eligibility

Refund eligibility depends on the order stage.

Order Status	Cancellation Allowed	Refund
Order Placed	Yes	100%
Restaurant Not Accepted	Yes	100%
Restaurant Accepted	Limited	Partial/Case Basis
Food Being Prepared	No	No
Picked by Delivery Partner	No	No
Delivered	No	No

10. Abuse of Cancellation Policy

Repeated cancellations, fraudulent activity, misuse of promotional offers, or suspicious ordering behaviour may result in:

- Temporary account suspension
- Permanent account termination
- Restriction of payment methods
- Restriction of promotional benefits

11. Force Majeure

Tiffin Hub shall not be liable for cancellations or delays caused by circumstances beyond reasonable control including but not limited to:

- Floods
- Cyclones
- Earthquakes
- Pandemics
- Strikes
- Internet outages
- Government orders
- Civil disturbances

12. Contact Us

For cancellation-related assistance, please contact:

Tiffin Hub Customer Support

Support Email: info@digitalindian.co.in

Website: <https://www.tiffinhub.shop>

13. Changes to this Policy

Tiffin Hub reserves the right to amend this Cancellation Policy at any time.

The updated version shall become effective immediately upon publication within the application or website.

Continued use of Tiffin Hub services constitutes acceptance of the revised policy.

14. Acceptance

By placing an order through the Tiffin Hub mobile application or website, you acknowledge that you have read, understood, and agreed to this Cancellation Policy.