

# Tiffin Hub Refund Policy

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**Prepared By:** DigitalIndian Business Solutions Pvt. Ltd.

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## Document Control

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# Refund Policy

## 1. Introduction

At **Tiffin Hub**, customer satisfaction is our priority. We work closely with our restaurant partners and delivery partners to ensure timely delivery of fresh and quality meals.

This Refund Policy explains the circumstances under which refunds may be approved and the process for refunding eligible payments.

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

## 2. General Refund Principles

Refunds are processed only after verification of the order and the reported issue.

Approval of a refund depends on:

- Order status
- Payment status
- Restaurant confirmation
- Delivery partner updates
- Investigation by Tiffin Hub Customer Support
- Applicable laws and regulations

Tiffin Hub reserves the right to approve, partially approve, or reject refund requests based on the outcome of the investigation.

## 3. Situations Eligible for Full Refund

A full refund may be granted under the following circumstances:

- Order cancelled by the restaurant before preparation.
- Payment deducted but order was not successfully placed.
- Duplicate payment for the same order.
- Restaurant unable to prepare the order.
- Delivery unavailable due to operational reasons.
- Order cancelled by Tiffin Hub before preparation.
- Technical errors resulting in incorrect billing.

## 4. Situations Eligible for Partial Refund

A partial refund may be considered in cases such as:

- Missing food items.
- Incorrect quantity delivered.
- Minor quality issues.
- Damaged packaging affecting part of the order.
- Significant delivery delay where compensation is deemed appropriate.
- Partial cancellation of an order before preparation.

The refund amount shall be determined after verification.

## 5. Situations Not Eligible for Refund

Refunds shall generally not be provided in the following situations:

- Food has already been prepared and cancellation is requested.
- Order has been picked up by the delivery partner.
- Order has been successfully delivered.
- Customer provided an incorrect delivery address.
- Customer was unavailable to receive the order.
- Customer refused delivery without a valid reason.
- Delay caused by weather, traffic, public events, or force majeure.
- Customer changes their mind after food preparation has begun.
- Incorrect meal selection made by the customer.

## 6. Quality-Related Refunds

If a customer receives:

- Spoiled food
- Contaminated food
- Unsafe food
- Incorrect food
- Damaged food
- Food that does not reasonably match the order

Then the customer should report the issue within **30 minutes** of delivery by providing:

- Order ID

- Description of the issue
- Photographs of the food and packaging (where applicable)

Tiffin Hub will investigate the complaint in consultation with the restaurant partner.

Based on the findings, Tiffin Hub may:

- Issue a full refund.
- Issue a partial refund.
- Offer replacement food (where feasible).
- Provide promotional credits or coupons.

## **7. Payment Failure**

If payment has been debited but the order was not confirmed due to technical failure:

- The payment shall normally be automatically reversed by the payment gateway or bank.
- If automatic reversal does not occur within the expected timeline, customers may contact Tiffin Hub Customer Support for assistance.

## **8. Refund Methods**

Approved refunds shall be processed through the original payment method whenever possible.

Refund methods may include:

- UPI
- Credit Card
- Debit Card
- Net Banking
- Digital Wallet
- Original Payment Gateway
- Tiffin Hub Wallet Credit (where accepted by the customer)

## 9. Refund Processing Time

Estimated processing timelines are:

| Payment Method | Estimated Processing Time |
|----------------|---------------------------|
| UPI            | 1–3 Business Days         |
| Digital Wallet | 1–3 Business Days         |
| Credit Card    | 5–7 Business Days         |
| Debit Card     | 5–7 Business Days         |
| Net Banking    | 5–7 Business Days         |
| Bank Transfer  | Up to 10 Business Days    |

Actual timelines may vary depending on banks, payment gateways, and financial institutions.

## 10. Cash on Delivery (COD)

For Cash on Delivery orders:

- Since payment has not yet been collected, monetary refunds are generally not applicable.
- If payment was collected incorrectly or in excess, the excess amount shall be refunded after verification.

## 11. Promotional Offers and Coupons

Where an order includes:

- Discount coupons
- Cashback
- Promotional vouchers
- Loyalty rewards
- Referral benefits

Then the refund shall normally be limited to the amount actually paid by the customer.

Promotional discounts may not be refunded in cash unless expressly stated in the campaign terms.

## 12. Fraud Prevention

To prevent misuse of the platform, Tiffin Hub may decline refund requests where:

- False claims are submitted.
- Evidence has been manipulated.
- Repeated suspicious refund requests are observed.
- Fraudulent payment activity is detected.
- Abuse of promotional campaigns is identified.

Tiffin Hub reserves the right to suspend or permanently terminate accounts involved in fraudulent activities.

## 13. Dispute Resolution

If a customer disagrees with the refund decision, they may submit a review request to Tiffin Hub Customer Support with supporting evidence.

Each case shall be reviewed individually, and the decision communicated to the customer.

The decision of Tiffin Hub, subject to applicable law, shall be considered final for platform operations.

## 14. Force Majeure

Refund obligations may be affected by events beyond the reasonable control of Tiffin Hub, including:

- Natural disasters
- Floods
- Cyclones
- Earthquakes
- Government restrictions
- Internet outages
- Civil disturbances
- Pandemic-related disruptions

Each case shall be assessed individually.

## **15. Limitation of Liability**

The maximum refund liability of Tiffin Hub shall generally not exceed the amount paid by the customer for the affected order, unless otherwise required under applicable law.

Tiffin Hub shall not be liable for indirect, incidental, consequential, or punitive damages arising from the use of its services.

## **16. Changes to this Refund Policy**

Tiffin Hub reserves the right to modify or update this Refund Policy at any time.

Any revised version shall become effective upon publication within the application or website.

Continued use of Tiffin Hub services constitutes acceptance of the updated Refund Policy.

## **17. Contact Us**

For refund-related queries or assistance, please contact:

### **Tiffin Hub Customer Support**

Support Email: [info@digitalindian.co.in](mailto:info@digitalindian.co.in)

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

## **18. Acceptance**

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

## **Appendix – Refund Eligibility Matrix**

| <b>Situation</b>                              | <b>Refund Decision</b> |
|-----------------------------------------------|------------------------|
| Restaurant cancelled order                    | Full Refund            |
| Payment deducted, order not placed            | Full Refund            |
| Duplicate payment                             | Full Refund            |
| Technical billing error                       | Full Refund            |
| Missing items                                 | Partial Refund         |
| Wrong item delivered                          | Full or Partial Refund |
| Poor food quality (verified)                  | Full or Partial Refund |
| Food damaged during delivery                  | Full or Partial Refund |
| Customer cancels before restaurant acceptance | Full Refund            |
| Customer cancels after preparation begins     | No Refund              |
| Customer unavailable for delivery             | No Refund              |
| Incorrect delivery address provided           | No Refund              |
| Order delivered successfully                  | No Refund              |
| Delay due to weather or force majeure         | Case-by-case review    |