



Return and Cancellation Policy

Cancellation by App / Customer

When and how can I cancel an order?

You as a customer can cancel your order anytime up to the cut-off time of the slot for which you have placed an order by calling our customer service. In such a case we will refund any payments already made by you for the order. If we suspect any fraudulent transaction by any customer or any transaction which defies the terms & conditions of using the Mobile App, we at our sole discretion could cancel such orders. We will maintain a negative list of all fraudulent transactions and customers and would deny access to them or cancel any orders placed by them.

You can cancel an order before the cut off time of your slot (1 pm for evening slots and 6 am for morning slots) by contacting our customer support team or you can also cancel your order from the Your Order section on the Mobile App.

Note: Rescheduling is possible only for slotted delivery.

Returns & Refund Policy (Updated)

We have a "no questions asked return at delivery and refund policy" which entitles all our members to return the product at the time of delivery if due to some reason they are not satisfied with the products delivered. We will take the returned product back with us and issue a credit note for the value of the returned products which will be credited to your account on Mobile App. This can be used to pay for your subsequent shopping bills.

Post delivery returns are accepted only if there is an issue with the quality or freshness of the food products or if the product you received is damaged in case of non-food products. In such cases, we will issue a credit note for the value of the returned products which will be credited to your account on Mobile App. This can be used to pay for your subsequent shopping bills.

Acceptance of returns & refund post delivery is subject to a satisfactory inspection by our customer service team.

Note: As a Covid-19 safety and hygiene measure, we will not pickup any goods post delivery. We request all our members to thoroughly check the products at the time of delivery.

What do I do if an item is defective (broken, leaking, expired)?

We have a no questions asked return policy. In case you are not satisfied with a product received you can return it to the delivery personnel at time of delivery or you can contact our customer support team and we will do the needful.

How will I get my money back in case of a cancellation or return?

What are the modes of refund? The amount will be refunded to your Mobile App account to use as store credit in your forthcoming purchases. In case of credit card payments we can also credit the money back to your credit card. The money will be credited back to your account in 7-10 working days. Please contact customer support for any further assistance regarding this issue.
