

# **BENZO CAFE MOBILE APP REFUND AND CANCELLATION POLICY (Updated Draft Template)**

**Last Updated:** July 23, 2025

This Refund and Cancellation Policy outlines the terms under which orders placed through the Benzo Cafe mobile application (the "App") may be cancelled and refunds issued. By placing an order through our App, you agree to the terms herein.

## **1. Order Cancellation**

**1.1. Cancellation Window:** Orders can only be cancelled within a very limited timeframe after they are placed, typically before the preparation of the order has commenced. \* You may cancel your order via the App if the option is available, or by calling Benzo Cafe directly at +1(604)816-5344 as soon as possible after placing the order. \* We recommend calling immediately for urgent cancellations as app-based cancellations may have a slight delay in processing.

**1.2. No Cancellation After Preparation:** Once an order has entered the preparation stage (e.g., coffee is brewed, food is being made), it **cannot be cancelled**, and no refund will be issued. This is due to the perishable nature of our products and the speed of our service.

## **2. Refunds for Cancelled Orders**

**2.1. Eligible Cancellations:** If your order is successfully cancelled within the eligible cancellation window, a full refund will be processed for the cancelled items.

**2.2. Processing Time:** Refunds will be processed back to the original payment method used for the purchase. Please allow [Number, e.g., 5-10] business days for the refund to appear on your statement, depending on your bank or credit card company.

## **3. Refunds for Dissatisfaction or Errors**

**3.1. Quality Concerns:** If you are dissatisfied with the quality of your order, or if there is an error with your order (e.g., incorrect item, missing item), please contact Benzo Cafe immediately upon pickup or delivery, or within [Number, e.g., 1 hour] of receiving your order.

**3.2. Required Information:** To facilitate a resolution, we may require details such as your order number, a description of the issue, and potentially a photo of the incorrect or damaged item.

**3.3. Resolution:** Resolution for quality concerns or errors will be handled on a case-by-case basis and may include a full or partial refund, store credit, or replacement of the item(s) at our discretion. Our goal is to ensure your satisfaction.

## **4. Non-Refundable Situations**

**4.1. No-Show for Pickup:** If a pickup order is placed and not collected by the customer within 30 minutes of the scheduled pickup time or before closing, the order is considered forfeited and no refund will be issued.

**4.2. Customer Errors:** Refunds will not be issued for errors made by the customer during the ordering process (e.g., incorrect order details, wrong pickup time selected) unless Benzo Cafe agrees to a resolution at its sole discretion.

4.3. **Refusal of Delivery:** If a delivery cannot be completed due to customer unavailability, incorrect address provided by the customer, or refusal to accept the order, no refund will be issued.

#### **5. Contact Us for Cancellations or Refunds**

For any cancellation or refund inquiries, please contact Benzo Cafe directly:

**Benzo Cafe Phone:** +1(604)816-5344 **Email:** [management@benzocafe.com](mailto:management@benzocafe.com)