**REFUND POLICY – Chef in a Box**

We ensure quality of our raw materials & services and make it a point to deliver at the time promised.

As with any online purchase experience, there are terms and conditions that govern the Refund Policy. When you buy any item on Chef in a Box, you agree to our Privacy Policy, Terms of Use and Refund policy

**Our refund policy is as follows:**

**Cancellation & Refunds**

**Cancellation before payment:**  
We do not accept any cancellations post payment, until and unless an unresolvable issue arises.

In case Chef in a Box cancels an event, 100% refund will be paid to the user.

In case it is initiated by the user, Chef in a Box reserves the right to deduct a processing charge from the amount paid by the user. The refund amount can take 7-10 Working days to be processed.

**Refund request can be initiated in two ways:**

In case item quantity was wrong, please reach out to our support team through our Contact Us Portion of the website. To raise a refund request you can drop an e-mail to [orders.chefinabox@gmail.com](mailto:orders.chefinabox@gmail.com) (our Help and Support Department) or you can call at our office number mentioned on website.

**Refunds: Duplicate Payment**

Refund of the duplicate payment made by the user will be processed via the same source (original method of payment) in 7 to 10 working days post intimation by the customer.

Note:

* All refunds will be processed within 7-10 working days after the refund request is approved by Chef in a Box
* Chef in a Box reserves the right to approve or deny a refund request based on the facts and figures provided by the customer.