

## **Cancellation, Return & Refund Policy**

Any Capitalized terms used but not defined herein shall have the meaning assigned to them under the Terms of Use which govern your use of our website <http://order.muruganidlishop.com/> (the “**Website**”) and our ‘**Lidi(Murugan Idli)**’ application for mobile and handheld devices (the “**App**”). The Website and the App are jointly referred to as the “**Platform**”.

1. **Lidi(Murugan Idli)** shall have the right to refuse or cancel any orders placed for Packed Food Products listed at an incorrect price, rebate or containing any other incorrect information or typographical errors. **Lidi(Murugan Idli)** shall have the right to refuse or cancel any such orders, whether or not the order has been confirmed and User has been charged.

### **1a. Customer Cancellation**

As a general rule Buyer shall not be entitled to cancel Order once placed. Buyer may choose to cancel Order only before dispatch of the Order being placed. However, subject to Buyer’s previous cancellation history, **Lidi(Murugan idli)** reserves the right to deny any refund to Buyer pursuant to a cancellation initiated by Buyer even if the same is before dispatch followed by suspension of account, as may be necessary in the sole discretion of **Lidi(Murugan idli)**.

### **1b. Non-Customer Cancellation**

- a. Lidi(Murugan idli) reserves the right to cancel the Orders for reasons not attributable to Lidi(Murugan idli), including but not limited to: in the event if the address provided by Buyer is either wrong or falls outside the delivery zone;
  - b. failure to contact Buyer by phone or email at the time of delivering the Order booking;
  - c. failure to deliver Buyer Order due to lack of information, direction or authorization from Buyer at the time of delivery; or
  - d. Unavailability of all the items ordered by Buyer at the time of booking the Order; or
  - e. Unavailability of all the items ordered by Buyer at the time of booking the Order. However, in the unlikely event of an item in an Order being unavailable, Lidi(Murugan idli) will contact the Buyer on the phone number provided to us at the time of placing the Order and inform Buyer of such unavailability. In such an event Buyer will be entitled to cancel the entire Order and shall be entitled to a refund to an amount upto 100% of the Order value.
2. Customer shall be entitled to cancel an order of any Packed Food Product, only before the Order has been shipped.
  3. If the customer has an account on e-commerce website then the Customer can request for cancellation through “My Account”.
  4. The Customer will be bound by the Cancellation, Return and Refund Policy on (e-commerce website and shall not hold Lidi(Murugan Idli) liable for any loss that she/ he may incur due to cancellation and or return of the order.
  5. Returns after Dispatch of Packed Food Products for any prepaid mode of payment (Only in case of damage to packaging and wrong product shipped). No exchanges allowed.
    - 5a. Buyer may be entitled to a refund for prepaid Orders. Lidi(Murugan Idli) retains the right to retain the penalty payable by the Buyer in Section I(2) from the amount refundable to him/her. The Buyer shall also be entitled to a refund of proportionate value in the event packaging of a Packed Food Product in an Order or the complete Order, is either tampered or damaged and the Buyer refuses to accept at the time of delivery for the said reason;

5b. Buyer may be entitled to a refund upto 100% of the Order value if Packed Food Division fails to deliver the Order due to a cause attributable to Lidi(Murugan Idli), however such refunds will be assessed on a case to case basis by Murugan Idli.

5c. Our decision on refunds shall be final and binding. All refund amounts shall be credited to Buyer's account as may be stipulated as per the payment mechanism of Buyer's choice; the estimated timelines are detailed as below,

Process	Payment Method	Refund Source	TAT
Order Edit /Cancellation/Compensation/Payment Failure	Net Banking	Source	5-7 Business Days
	Debit/Credit Cards	Source	5-7 Business Days
	UPI	Source	2-3 Business Days
	Amazon Pay (Wallet)	Source	5-7 Business Days
	Amazon Pay (CC/DC/NB)	Source	5-7 Business Days
	Phone Pe (Wallet)	Source	5-7 Business Days
	Phone Pe (CC/DC/NB)	Source	5-7 Business Days
	Sodexo	Source	5-7 Business Days

6. In case the Packed Food Product is found having damage in packaging after delivery of the same and/or the wrong product is shipped, the User can request for return of the Packed Food Product any time after delivery of the Product but not later than (1) day from the date of delivery of the Product through e-commerce website. The Customer needs to follow the process defined below for return:
  - 6a. Send an email to [feedback@muruganidlishop.com](mailto:feedback@muruganidlishop.com) seeking for return of the Products under the 2 circumstances mentioned above or place a return request through "My Account" section if he/she is an Account Holder
  - 6b. The Products shall have to be returned at the expense of the Customer / Guest to the address mentioned below:  
M/s Murugan Idli Shop, 46/13 North Usman Road, T.Nagar,Chennai-600017
  - 6c. In case of any quality concerns, we will refund the cost paid by the consumer to us for the specific product(s) and also reimburse the cost of courier charges incurred for returning the Packed Food Product to **Lidi(Murugan idli)** subject to production of proof.
  - 6d. All approval of returns is subject to verification by the Company and the same are left to the sole discretion of the Company.
7. Please reach to customer care executive for other feedback & queries on # [044 47435328](tel:04447435328) or email at [feedback@murugaidlishop.com](mailto:feedback@murugaidlishop.com)
8. In case, the Customer opts for return of the Packed Food Product due to damage of packaging or wrong product shipped, Customer will have to ensure that the Product is returned in the condition as received. Packets once opened cannot be exchanged /returned. All free gifts, in original packing as delivered and unused condition, must be returned along with the Product in case of exchange/return of order of the Product with which the free gift(s) is/are given.
9. In the event of cancellation/return of order for the reasons mentioned as per our Cancellation & Return policy, Lidi(Murugan idli) shall reverse the payment in the same mode the customer has paid within 5-7 working days after the return material has been received at our end.
10. In case a consumer wants to cancel an order, he/she needs to do so by cancelling on the website ([www.order.muruganidlishop.com](http://www.order.muruganidlishop.com)) or getting in touch with us by writing an email to [feedback@murugaidlishop.com](mailto:feedback@murugaidlishop.com) Partial return is not permissible. In case an email is sent

to [feedback@murugaidlishop.com](mailto:feedback@murugaidlishop.com), **Lidi(Murugan idli)** will refund to consumer only after the consignment is received at the **Lidi(Murugan idli)** store (Address as mentioned above) within 5-7 working days. **Lidi(Murugan idli)** reserves its right to claim cost of to and fro Logistics charges from the customer if the total value of the consignment is more than Rs.500/-.

11. Any extra amount credited to <http://order.muruganidlishop.com/> account may be considered for order enhancement but will not be refundable.
12. **Lidi(Murugan idli)** will not pay any compensation like medical treatment or any other claims raising by the buyer after consuming our food products along with other foods. **Lidi(Murugan idli)** always mentioning the allergen factors and ingredients in the Pre packed containers/Pockets. Buyers should consume the food products as per the direction in the labeling. **Lidi(Murugan idli)** will refund only the product cost to the buyer subject to company sole direction policy.
13. **Refund of product cost to the buyer:** cancellation by “buyer or seller” policy: Any other damages or non-delivered or wrong item supplied or other scenario the same food products will be supplied to the buyer not in the term of money.