

## Refund/Cancellation Policy

### Cancellations, Partial Orders and Refunds

#### a) Cancellation

As a general rule you shall not be entitled to cancel your order once you have received confirmation of the same from the Merchant. If you cancel your order after it has been confirmed, ZingoBar shall have a right to charge you a cancellation fee corresponding to the order value (inclusive of applicable taxes), with a right to either not to refund the order value or recover from your subsequent order, the complete/ deficit cancellation fee, as applicable, to compensate our Merchant and delivery agents. ZingoBar shall also have the right to charge you cancellation fee for the orders cancelled by ZingoBar for the reasons specified under clause c(iii) of this cancellation and refunds policy.

#### b) Partial Order

However, in the unlikely event of an item on your order being unavailable, we will contact you on the phone number provided to us at the time of placing the order and inform you of such unavailability. In such an event you will be entitled to modify or cancel the entire order and shall be entitled to a refund in accordance with our refund policy.

We reserve the sole right to modify/cancel your order in the following circumstance:

- i. in the event of You having already opted for partial order acceptance during the placement of order;
- ii. in the event of the designated address falls outside the delivery zone offered by us;
- iii. failure to contact you by phone or email at the time of confirming the order booking;
- iv. failure to deliver your order due to lack of information, direction or authorization from you at the time of delivery; or
- v. unavailability of all the items ordered by you at the time of booking the order.

#### c) Refunds

In certain cases, refunds may apply. This will be determined on a case-by-case basis evaluating credibility of relevant circumstances on the full discretion of ZingoBar.

- i. You shall be entitled to a refund only in the event of any of the following circumstances:
- ii. Your Product(s) has been tampered or damaged at the time of delivery;
- iii. Us cancelling your order due to (A) your delivery location following outside our designated delivery zones; (B) failure to contact you by phone or email at the time of confirming the order booking; or (C) failure to contact you by phone or email at the time of confirming the order booking; or
- iv. Our decision on refunds shall be at our sole discretion and shall be final and binding.
- v. All refund amounts shall be credited to your respective Bank account within 15 (Fifteen) business days in accordance with the terms stipulated by Your Bank.

