

Refund Policy for Unavo

At Unavo, customer satisfaction is important to us. This Refund Policy explains the conditions under which refunds, cancellations, and subscription adjustments may be provided for food orders and subscription meal plans.

By using Unavo services, you agree to this Refund Policy.

1. Order Cancellation Policy

One-Time Orders

- * Orders can only be cancelled before food preparation begins.
- * Once the order is prepared or dispatched, cancellations may not be possible.

Subscription Meal Plans

- * Subscription plans may be cancelled before the next billing cycle.
- * Any meals already scheduled, prepared, or delivered under the active subscription period may not be refundable.

2. Refund Eligibility

Refunds may be considered under the following situations:

- * Order not delivered
- * Incorrect items delivered
- * Missing items in the order
- * Duplicate payment or failed transaction
- * Significant quality issues verified by Unavo
- * Subscription charged incorrectly due to technical errors

Refunds are reviewed on a case-by-case basis.

3. Non-Refundable Situations

Refunds may not be provided in the following cases:

- * Incorrect delivery address provided by the customer
- * Customer unavailable during delivery

- * Minor delays caused by traffic, weather, or operational issues
- * Change of taste preference after delivery
- * Orders cancelled after preparation has started
- * Partially consumed food items
- * Subscription meals missed without prior pause or notice

4. Subscription Pause & Reschedule

For subscription meal plans:

- * Customers may request meal pauses or reschedules subject to operational availability.
- * Pause requests should be submitted before the daily cutoff time communicated by Unavo.
- * Unused meals beyond the subscription validity period may expire unless otherwise specified.

5. Refund Process

Approved refunds will be processed through the original payment method whenever possible.

Estimated refund timelines:

- * UPI / Wallets: 1–3 business days
- * Debit/Credit Cards: 5–10 business days
- * Bank Transfers: Depending on banking partner timelines

Refund processing time may vary based on payment providers.

6. Wallet Credits & Compensation

In certain situations, Unavo may offer:

- * Wallet credits
- * Discount coupons
- * Replacement meals
- * Partial refunds

instead of full monetary refunds, depending on the issue involved.

7. Failed Transactions

If payment is deducted but the order is not confirmed:

- * The amount is usually automatically reversed by the payment provider.
- * If not reversed within the expected timeline, customers may contact Unavo support.

8. Contact for Refund Support

For refund or cancellation assistance, please contact:

Unavo Support

Email: care@unavo.in

Phone: +91 9655031033

Website: www.unavo.in

Please include:

- * Order ID
- * Registered phone number
- * Description of the issue
- * Relevant screenshots/photos if applicable

9. Changes to Refund Policy

Unavo reserves the right to modify or update this Refund Policy at any time. Updated versions will be posted on the website with the revised effective date.