

Cancellation Policy

Updated on June 01, 2021

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 www.kruathaimumbai.in (the “Website”). The Website referred to as the “Platform”.

Customer Cancellation

As a general rule, the buyer shall not be entitled to cancel the order once placed. A 100% cancellation fee will be applicable if a buyer decides to cancel the order anytime after order placement. Avoid cancellation as it leads to food wastage.

If the buyer changes his/her mind post-cancellation confirmation, the order cannot be re-prepared or rescheduled after the cancellation.

Non-Customer Cancellation

Krua Thai - Preksha Ventures Private Limited reserves the right to collect a penalty for the Orders constrained to be cancelled by Krua Thai - Preksha Ventures Private Limited for reasons not attributable to Krua Thai - Preksha Ventures Private Limited, including but not limited to:

- In the event, that the address provided by the Buyer is either wrong or falls outside the delivery zone
- Failure to contact the Buyer by phone or email at the time of delivering the Order booking;
- Failure to deliver Buyer Order due to lack of information, direction, or authorization from Buyer at the time of delivery; or
- Unavailability of all the items ordered by Buyer at the time of booking the Order; or
- Unavailability of all the items ordered by the Buyer at the time of booking the Order.

However, in the unlikely event of an item in an Order being unavailable, Krua Thai - Preksha Ventures Private Limited will contact the Buyer on the phone number provided to us at the time of placing the Order and inform the Buyer of such unavailability. In such an event Buyer will be entitled to cancel the entire Order and shall be entitled to a refund in an amount up to 100% of the Order value.

In case of cancellations for the reasons attributable Krua Thai - Preksha Ventures Private Limited or the Merchant or PDP, Krua Thai - Preksha Ventures Private Limited shall not collect any penalty from the Buyer.