

Cancellation & Refund Policy

Effective Date: May 1st, 2026

At **Catercraze**, we are committed to providing high-quality catering services for corporate lunches, meetings, and corporate events across Gurugram. We understand that unforeseen circumstances may require clients to cancel or modify their orders. This **Cancellation & Refund Policy** outlines the procedures, terms, and conditions for cancellations, refunds, and changes to orders or event bookings.

Clients are encouraged to carefully read this policy to understand their responsibilities and the processes involved.

2. Scope of Policy

This policy applies to all services provided by Catercraze, including:

- Corporate lunch deliveries
- Catering for meetings, workshops, and corporate conferences
- Corporate event catering, including full-service menu planning, setup, and on-site service
- Customized or pre-arranged catering packages

All cancellations, modifications, or refund requests for these services are governed by the terms outlined below.

3. Order Cancellations

a. Cancellation by Client:

- Clients may cancel confirmed orders or event bookings by notifying Catercraze via phone, email, or website contact form.
- Cancellation timelines affect eligibility for refunds:
 - **Corporate Lunch Orders:** Must be cancelled at least 24 hours before scheduled delivery for a full refund.

- **Corporate Event Catering:** Must be cancelled at least 7 days before the event date for a full refund.

b. Late Cancellations:

- Cancellations received after the specified timelines may incur partial charges or no refund, depending on preparation costs, ingredient procurement, and staffing arrangements.
- Catercraze will communicate the applicable charges at the time of cancellation.

c. Modification of Orders:

- Clients may request modifications to menu selections, quantities, or event services.
- Modifications must be requested in advance and are subject to feasibility and ingredient availability.
- Catercraze reserves the right to accept or reject modifications based on operational constraints.

4. Refunds

- Refunds will be processed only after verification of the cancellation request and confirmation of the order details.
- Approved refunds will be issued using the same payment method used for the original transaction unless otherwise agreed.
- Refunds may take up to 7–10 business days to reflect in the client's account, depending on the payment gateway or banking institution.
- In cases where partial charges apply due to late cancellation or preparation costs, Catercraze will deduct applicable fees before issuing the refund.

5. Non-Refundable Items

Certain charges are **non-refundable** due to the nature of corporate catering services:

- Costs already incurred for ingredient procurement, staff deployment, and logistical arrangements.
- Service charges for customized menus or special event setups.
- Pre-booked event services where cancellation occurs within 7 days of the event date.

Clients will be informed of non-refundable items at the time of booking or cancellation.

6. Force Majeure

Catercraze is not liable for cancellations, delays, or inability to deliver services due to **circumstances beyond our control**, including but not limited to:

- Natural disasters, floods, earthquakes, or extreme weather events
- Transportation disruptions, traffic delays, or accidents
- Government restrictions, strikes, or labour disputes
- Pandemic-related restrictions or public health emergencies

In such cases, Catercraze will make reasonable efforts to reschedule or provide alternative arrangements. Refunds, if applicable, will be determined on a case-by-case basis.

7. Client Responsibility

Clients are responsible for:

- Providing accurate order details, event dates, delivery addresses, and contact information
- Notifying Catercraze promptly regarding cancellations, modifications, or special requirements
- Understanding that last-minute cancellations or changes may incur charges due to costs already incurred

Clear communication helps Catercraze minimize losses and ensure the best possible service for clients and their guests.

8. Contact for Cancellation & Refund Requests

Clients can reach out to Catercraze for any questions or requests regarding cancellations or refunds:

Catercraze

Phone: 9953503471

Email: caterrcraze@gmail.com

Address: Amber 50, second floor, Emerald Hills, Sector 65, Gurgaon 122101

Website: www.catercraze.in

We recommend that all cancellation or refund requests be submitted **as early as possible** to allow adequate processing and avoid unnecessary charges.

9. Policy Updates

Catercraze reserves the right to modify, update, or revise this Cancellation & Refund Policy at any time without prior notice.

- Updated policies will be posted on the website, with a revised **Effective Date**.
- Continued use of our services or website after policy updates constitutes acceptance of the updated terms.