

## Groccii – Cancellation and Refund Policy

At **Groccii**, we value your satisfaction and strive to provide you with the best lunch experience possible. If, for any reason, you need to cancel an order or request a refund, please review our policy below:

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### Cancellation Policy

- **Cancellation Window:**  
You may cancel or reschedule your order for the next day **before 9:00 p.m.** Please note that orders **cannot be canceled after this window**.
  - **Cancellation Process:**  
To cancel your order, please get in touch with our customer support team as soon as possible.  
You can reach us at **+8801843-863873** or **+8801754-824446**.  
Kindly provide your **order number** for faster assistance.
  - **Refund Process:**  
If your cancellation request is within the specified time frame, we will process your refund as per the following guidelines:
    - If you paid online via credit/debit card or digital wallet, your refund will be credited back to the original payment method.
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### Refund Policy

- **Quality Issues:**  
If you receive an order that does not meet our quality standards or if there are issues with the food, please contact us immediately. We may offer a **replacement or a refund**, depending on the situation.  
In some cases, we may request **photographic evidence** or the **return of the order** for verification.
- **Non-Delivery:**  
In the rare event that your order does not arrive within the estimated delivery time and cannot be located, we will **initiate a refund or offer a replacement order** at your discretion.

- **Order Errors:**

If there is an error in your order, such as **missing items or incorrect deliveries**, please inform us as soon as possible. We will work to rectify the mistake and may offer a **refund or replacement** as appropriate.

- **Refund Timeline:**

Refunds will be processed within **7 business days** after the cancellation or refund request is approved.

Please allow additional time for the refund to reflect in your account, depending on your payment method and financial institution.

- **Refund Disputes:**

If you have concerns or disputes regarding a refund, please contact our customer support team, and we will do our best to **resolve the issue promptly and fairly**.

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## Contact Information

For all **cancellation and refund inquiries**, please reach out to our customer support team at:

 **+8801754-824446**

We are here to assist you and ensure that your dining experience with **Groccii** meets your expectations.

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This policy is subject to change, and any updates will be posted on our website and communicated through our official channels.

Thank you for choosing **Groccii**.

**Your satisfaction is our priority.**