

# BIGOLI

ITALIAN STREET FOOD



## REFUND POLICY

Effective Date: September 7th 2024

At Bigoli Pty Ltd, we strive to ensure our customers are completely satisfied with their orders. This Refund Policy outlines your rights and our obligations regarding returns, refunds, and exchanges for products purchased online via our website.

**1. Change of Mind** Due to the perishable nature of our food products, we do not offer refunds or exchanges for change of mind once an order has been prepared or delivered. Please ensure you review your order carefully before finalising your purchase.

**2. Incorrect or Damaged Orders** If you receive an incorrect or damaged item, please contact us within 24 hours of receiving your order. You can reach us via email at [bigoli.gc@outlook.com](mailto:bigoli.gc@outlook.com) or phone at 0431 096 791. We may ask for proof, such as a photo of the damaged or incorrect product, to assess the issue.

Once the issue is verified, you may choose between:

- A replacement of the product, or
- A refund for the full purchase price of the item(s).

### 3. Cancellations

- **For Pick-Up Orders:** You can cancel your order up to 12 hours before your scheduled pick-up time for a full refund. Cancellations made less than 12 hours prior may not be eligible for a refund.
- **For Delivery Orders:** You can cancel your order up to 12 hours before the scheduled delivery time for a full refund. Cancellations made within 12 hours of delivery will only be eligible for a refund if the food has not yet been prepared.

**4. Delivery Issues** If there is an issue with the delivery of your order (e.g., non-delivery or late delivery), please contact us as soon as possible. We will investigate the issue and determine if you are eligible for a refund or redelivery.

**5. Refund Process** Approved refunds will be processed back to the original payment method within 5-10 business days. You will receive a confirmation email once the refund has been issued.

6. Contact Us For any issues or inquiries regarding refunds, exchanges, or cancellations, please contact us at:

Bigoli Pty Ltd

Phone: 0431 096 791

Email: [bigoli.gc@outlook.com](mailto:bigoli.gc@outlook.com)

By placing an order on our website, you agree to this Refund Policy.

