

## 1. Full Refund Scenarios

Customers are entitled to a full refund if:

The food ordered is faulty (e.g., spoiled, contaminated, or unsafe).

The meal significantly differs from the menu description.

## 2. Partial Refunds or Alternatives

If a meal is unsatisfactory but not unsafe, we may offer a partial refund, replacement dish, or credit for a future visit.

Complimentary items (e.g., drinks or desserts) may be provided as goodwill gestures for minor issues.

## 3. Non-Refundable Items

Perishable items (e.g., specials or custom-made dishes) cannot be refunded unless faulty.

No refunds are given if the customer simply dislikes the meal unless it was misrepresented.

## 4. Time Limits for Refunds

Refund requests must be made during the meal.

Proof of purchase (e.g., receipt or bank statement) is required.

## 5. Process for Refunds

Notify staff immediately for dine-in issues.

Refunds are processed within 14 days to the original payment method.

## 6. Exceptions

No refunds for meals consumed in full or altered (e.g., customisations not requested).

We reserve the right to refuse refunds if misuse of the policy is suspected.

## 7. Legal Compliance

This policy complies with UK consumer rights laws, including the Consumer Rights Act 2015. Contact Us

For refund requests or disputes, email [info@cambodiancuisine.co.uk](mailto:info@cambodiancuisine.co.uk) or call 01993 358 874. Note: This policy does not affect statutory rights.