

Cancellation and Refund Policy.

1. Cancellation Policy

(A) While there is no option for a customer to cancel the order on their own, you can get in touch with Customer Care as soon as possible with your order number. As long as your order has not been processed, we can cancel it. In such a case we will refund any payments already made by you for the order. If we suspect any fraudulent transaction by any customer or any transaction which defies the terms & conditions of using the website, we at our sole discretion could cancel such orders. We will maintain a negative list of all fraudulent transactions and customers and would deny access to them or cancel any orders placed by them.

(B) GG2GO DELIVERY SERVICES shall not be liable for any delay / non-delivery of purchased goods by the vendors, trade organization/s, manufacturers / shop etc. (vendors), flood, fire, natural-disaster, or any because that is beyond the control of GG2GO DELIVERY SERVICES.

2. Returns & Refund Policy

(A) Orders once processed through GG2GO DELIVERY SERVICES may not be cancelled or refunded.

(B) Estimated Delivery Time is the approximate 60 minutes to deliver the Food items to the Customer. In the event of any delay or default in such delivery, GG2GO DELIVERY SERVICES shall in no event or circumstances be held liable or responsible for the same.

(C) In the event the Customer is dissatisfied with the quality of the food items, the Customer shall not be entitled to seek cancellation or refund of the billed amounts. However, if there is any shortfall in delivery or the food items such as they had spilled / or were damaged, the Customer shall at the time of delivery return the food items to the delivery person with a written complaint of the same on the Bill against signature of the delivery person. Moreover, in the event of any shortfall in delivery or the food items having spilled/ or being damaged, the Customer shall inform GG2GO DELIVERY SERVICES of the same within 24 hours. GG2GO DELIVERY SERVICES shall thereafter initiate investigations in the matter of complaint received and shall make reasonable efforts to complete such investigation within a period of 24 hours from the date of such commencement. The decision of GG2GO DELIVERY SERVICES on completion of such investigation shall be final, binding and conclusive on the Customer and the Customer shall not dispute the same.

(D) After mutual agreement of refund of payment, GG2GO DELIVERY SERVICES shall reverse the payment in the same mode the customer has paid. Such refund shall be fulfilled in 3 business days from the date of mutual agreement.

(E) A Customer's delivery address may not be changed once the order is processed for delivery. In the event that the order is not yet processed and a change in delivery address is requested, the delivery address can be changed. In such a case, the Customer may be subject to an additional fee. The fee amount will depend on the delivery fee that corresponds to the new delivery location. In a case where the Customer's initial delivery fee has been waived, the Customer will be charged the delivery fee that corresponds to the new delivery location. The Customer will be charged upon delivery of the order. In the event that the new location has a lower delivery fee than the previous location, the Customer will be refunded accordingly. If the change in delivery address delays the initial delivery time of the order, GG2GO DELIVERY SERVICES will not be held responsible for the delay.

Contact

Any questions, complaints, or claims regarding the GG2GO DELIVERY SERVICES should be directed to:

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