

## **FEES & REFUND POLICY (“Policy”)**

### **FEES & REFUND POLICY**

Thanks for using Snackz App " mobile App" or [WWW.SnackzApp.Com](http://WWW.SnackzApp.Com) "website". To avoid confusions,we asked that you please review our " Fees & Refund Policy". However, If you have skipped this , proceeded with an order and now, not satisfied with your in-app purchase, we're still here to help make things right . (To make things easier on both sides, we'll refer to these term's as the “ Fees & Refunds” in this policy.)

Like any other platforms, there are Policy and conditions that apply to transactions that occurs within our app or website. What's most important is that by placing an order through the app or making a purchase at our Snackz APP website, you agree to the Policy set forth below along with Snackz APP’s Privacy Policy and terms of Use.

### **Fair Return & Refund Policy**

We thrive to ensure you're happy with all of your in-app purchases through our Snackz APP mobile app. This is why it's designed and built to meet your craving expectations . We understand, that sometimes your experience may not be what you expected as a frequent customer. In that case, we asked that you kindly review this Policy related to refunds or fees on purchased made. Moving forward, there are no returns once an order has been delivered.

Please note the following:

**To be eligible for a refund**, your refund claim REASON must meet one of the following :

- 1.) **Item Expired** : 2.) **Received wrong order** 3.) **Missing Items**
- 4.) **Item not as described** : 5) **Fraud** 6.) **Duplicate Charge**

**You must** Inform us of the issue within 48 hours but no more than (7 days ) from the date the order was delivered or when the issue occurred .

For orders placed through Snackz APP mobile app with cash ,we can not refund cash but will issue a discount code for future use.

Snackz APP provides an option to leave delivery instructions for a driver to **leave items in a location you wish** , however in case of loss or theft . If the items was tempered with or

damaged in any way and cannot be consumed by you or the person who placed the order, Snackz APP is not responsible and may refuse to accept the refund claims .

For complete details on how to file a refund claim on an item purchased through Snackz APP mobile app please email us at Support@SnackzApp.Com with a subject "Fees & Refunds".

### **In Route, Assigned Or On Way- Cancellation Fees**

**You'll be charged a fee & issued No Refund**, if you perform any of the following act:

**1.) No show Upon Delivery 2.) Order cancelled while in route 3.) Order cancelled after it was assigned 4.) Selected Payment method failure 5.) Mobile Device Negligence 6.)Charge-Back linked to an account 7.) Cancellation Abuse 8.) Counterfake Money 9.) Paying Less than Order Amount 10.) Incorrect Address resulting Cancellations 11.)Incorrect Phone Number Resulting Cancellations**

Depending on the stage of the order, the cancellation fees , vary.

\* The fees for restocking is \$5.25 . The fees for in route cancellations is \$7.25 Delivery fee in addition to the restocking fees & any other fees we incur .

\*The fees for a credit card or debit card cancelled transaction that requires refund is \$2.65 apart from any other fees we incur or that is due on your account.

### **Change in Pricing and Price Reductions/Corrections**

Snackz APP reserves the right to change prices for items displayed in-app or on the Snackz APP website at any time, and to correct pricing errors that may inadvertently occur. In the event you have been charged more than the price shown for a product in our app, please contact our support team for a refund of the overcharge.

**Please note** that this excludes limited-time price reductions, such as those that occur during special sales events, such as Black Friday or Cyber Monday or any holiday.

**Convenience Fee** : If you are paying for your order with a credit or debit card, please note that the purchase price may include a 2.95% transaction fees. In addition, we may charge a \$2.65 fee for cancelled orders that requires a refund. and additional fees for items requiring excessive amount of bags , which may increase the overall cost of your purchase.

### **Order Acceptance/Confirmation**

Snackz APP may, in its sole discretion, refuse or cancel any order and limit order quantity. Snackz APP may also require additional qualifying information prior to accepting or processing any order. Once we receive your in-app purchase, we'll provide you with a push notification. Your receipt of an order confirmation, however, does not signify Snackz APP's acceptance of your order, nor does it constitute confirmation of our offer to sell; we are simply confirming that we received your in-app order. Snackz APP or its driver partner's reserves the right at any time after receiving your order to accept ,cancel or decline your order for any reason. If Snackz APP cancels an order after you have already been charged, Snackz APP will refund the charged amount, minus any balance owed to your account.

### **Delivery Fees**

Please review the "order history" page to see current order status for your in-app purchase. The actual delivery of your order can be impacted by many events beyond Snackz APP's control once we're unable to find a driver or once it's out for delivery, Snackz APP cannot be held liable for late deliveries. We will, however, work with you to ensure a refund.

As Snackz APP sends out the items you purchase on the Snackz APP mobile app , the risk of loss of, or damage to, product(s) shall pass to you when you, or a person designated by you, acquires physical possession of the product(s). Fees of all delivery(s) shall pass to you when the product(s) is picked up by the driver from our facility. At this point, you will receive an in-app Notification . If there are any issues with delivery, please contact Snackz APP to resolve. You're fully liable for any items that are unstockable due to damages resulting from a cancellation, such as ice cream etc , or anything that melt while in route to you .

Delivery Fees are subject to change without any notice.

Minimum order amount are subject to change without any notice. See terms for more.

### **Delivery Address-Out Of Range**

The Snackz APP mobile app sells and delivers products within 7.5 miles of northeast philly only, and we reserve the right to refuse or cancel your order if we suspect your address is outside of our delivery area.

**Platform Fee :** This fee is optional. To avoid it , simply refrain from using the app. By using the app , you agree to a platform fee which helps cover the costs of requested features, delivery costs to keep drivers on the road in order to get your order quickly ,customer support, risk of accepting cash for cash payers, credit card processing fees.This fee applies to everyone who

wish to use the app. It helps us provide phone support and most importantly, makes your life easier by providing a continuous convenience service for you .

### **In-App Availability and Limitations**

Depending on the popularity and/ warehouse storage or need constraints of some of our products, Snackz APP may limit the number of products available for purchase on the app. Snackz APP reserves the right to change quantities available for purchase at any time, even after you place an order. Furthermore, there may be occasions when Snackz APP confirms your order but subsequently learns that it cannot supply the ordered items. In the event we cannot supply a product you ordered, Snackz APP will cancel the order and refund your purchase price in full.

**Snackz Club** : This gives you 25% off every order and you pay \$5 a week to help us keep up with the items you purchase the most.

**Note : Credit - Debit card users-** By placing an order you agree to File a transaction claim with us first to resolve any purchase issues promptly before contacting your bank to avoid your account being disabled.

**Note : Cash Payment Method Users** : We're unable to provide cash refund .However ,we'll refund you in the form of coupon, discount, or account credit .

Small order fees : Orders under \$15 may result in a \$2 small order fee.

By placing an order , you acknowledged that you have read everything written in our Fees & Refund Policy , understands this refund policy is subject to change without a notice to you and accepts the fact that Snackz App will not redeliver an order for any reason . If you agree, and accept , you may continue by tapping " Place Order" . If not, please exit the app.

### **Contact Us**

Our Support Team can help you initiate a refund claim.We can be reach at Support@Snackzapp.Com, 215-402-7000 or @SnackzApp on Instagram . Refunds or any fees claims are handled within 7-10 days. Thanks ! Last UPDATED ON 05/27/2020 .