



NO Queue
Cafeteria Simpl-e-fied



REFUNDS AND CANCELLATION POLICY

No Queue App

This refunds and cancellation policy is a part of User Agreement and is between the Buyer and No Queue application and governs use of this application made available through the Google Play Store and iOS store (henceforth known as App Store). By installing the No Queue App, you agree to be bound by this Agreement and understand that there is no tolerance for misuse of this application and objectionable content. If you do not agree with the terms and conditions of this Agreement, you are not entitled to use the No Queue Application.

1. The Refunds and Cancellations Policy summarizes the refund policy during the use of the No Queue website, the No Queue application for cafeteria, other personal handheld devices and other No Queue food management services (all these are collectively termed as services). Please read the Terms of Use section carefully. By using the service, downloading the application, ordering food through the website/ application, you are agreeing to the Terms of Use and the Refunds and Cancellation Policy..
2. The Services are provided under the brand No Queue, which is owned and operated by Amul Parlours (hereinafter referred to as “No Queue”, “we”, “us” or “our”).
3. In case of the complaint of any spurious product, the liability shall solely lie with the Merchant selling the product. No Queue is merely facilitating the transactions between the Merchant and the Buyer and therefore, No Queue shall assume no liability with respect to the products sold by the Merchant. No Queue strictly discourages dealing of any spurious product on its Platform and shall reserve the right to report such incidents to the concerned authorities for appropriate legal actions. The food that will be consumed by you in the cafeterias will be prepared by the vendors of that cafeteria. No Queue does not hold any responsibility towards the food prepared by these vendors.



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4. We reserve the right to change the Terms of Use anytime without providing any notice and you are liable to update with the updated Terms of Use through this section
5. Customer Cancellation - As a general rule, Buyer shall not be entitled to cancel Order once placed. Buyer may choose to cancel Order only within one-minute of the Order being placed, and/ or before vendor processes the order, whichever is earlier. However, subject to Buyer's previous cancellation history, No Queue reserves the right to deny any refund to Buyer pursuant to a cancellation initiated by Buyer even if the same is within one-minute followed by suspension of account, as may be necessary in the sole discretion of No Queue.
6. If Buyer cancels his/her Order after one minute of placing it, No Queue shall have a right to collect a penalty of 100% of the Order amount for breach of contract terms as a compensation for the damages suffered by No Queue, with a right to either not to refund the Order value in case Buyer's Order is prepaid or recover from the Buyer's subsequent Order in case his/her Order is postpaid, to compensate the Vendors.
7. Non-Customer Cancellation- No Queue reserves the right to collect a penalty for the Orders constrained to be cancelled by No Queue for reasons not attributable to No Queue, including but not limited to:
 - a) in the event if the address falls outside the service zone;
 - b) failure to contact Vendor at location at the time of collecting order;
 - c) unavailability of all the items ordered by Buyer at the time of booking the Order.

However, in the unlikely event of an item in an Order being unavailable, Vendor will cancel the order from his App, and Buyer will be notified of the same on App notifications. In such an event Buyer will be entitled to a refund to an amount upto 100% of the Order value.

- d) In case of cancellations for the reasons attributable to No Queue or the Vendor, No Queue shall not collect any penalty from the Buyer, such as , items ordered on No Queue App, are not available



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- e) No Queue reserves the right to look into the cancellation request of the Buyer and determine if such cancellation request falls under the conditions mentioned above. If No Queue is satisfied that the request and same fulfills any of the aforesaid conditions, then No Queue shall process the cancellation request and refund amounts to the Buyer.
- 9) Refunds - You will be entitled for a refund of any order only if the vendor cancels your order due to unavailability of food item ordered or any other reason as mentioned by the vendor. All refund amounts shall be credited to Buyer as may be stipulated as per the payment mechanism of Buyer's choice (Pl. refer Table)
- f) Buyer may be entitled to a refund for prepaid Orders. No Queue retains the right to retain the penalty payable by the Buyer in Section I(2) from the amount refundable to him/her. The Buyer shall also be entitled to a refund of proportionate value in the event packaging of an item in an Order or the complete Order, is either tampered or damaged and the Buyer refuses to accept at the time of delivery for the said reason;
- g) Buyer may be entitled to a refund upto 100% of the Order value if VENDOR fails to deliver the Order due to a cause attributable to either VENDOR or No Queue, however such refunds will be assessed on a case to case basis by No Queue. Our decision on refunds shall be final and binding. All refund amounts shall be credited to Buyer as may be stipulated as per the payment mechanism of Buyer's choice, the estimated timelines are detailed as below,

Process	Payment Method	Refund Location	Typical Time
UPI	UPI	Back to Source	5-7 Business Days
Debit Card	Debit Card	Back to Source	5-7 Business Days
Credit Cards	Credit Cards	Back to Source	5-7 Business Days
Netbanking/ wallets	Netbanking	Back to Source	4-7 business days
Pay at Counter	Options at	From Vendor	2 business days



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- h) In case of payment at the time of delivery, Buyer will not be required to pay for:
Orders where packaging is either tampered or damaged at the time of delivery;
Wrong Order being delivered; or Items missing from Buyer's Order at the time of
delivery and cancelled orders by the vendor.
- 10) You are liable to pay the fees for the food orders ordered by you. You are responsible for keeping your login credentials private and not share them with anyone else. No Queue application cannot be held responsible for the wallet balance and other payment gateway balances and usage, if anyone else has access to your account or is used irresponsibly.
- 11) You are liable to pay for orders ordered through the No Queue application, even if they are not collected or consumed. If not collected, the food will be discarded after a waiting period of 1 hour. Furthermore, if any special instructions given in the ordering section, has any cost involved to it, it may or may not be followed, on the basis of sole discretion of vendor. The costs associated with special instructions (if any) will have to be paid while collecting the order.
- 12) As a standard practice, all orders placed on No Queue are treated as confirmed and cannot be cancelled or transferred to another vendor or for another time. Therefore, please confirm your location and vendor correctly before ordering.
- 13) No Queue application retains the right to terminate your account based on the input received from your employer without any notice or any misuse reported by the vendors.