

# Oven 360 Refund and Delivery Policy

## 1. Refunds

*No Returns/Exchange once food has been eaten:*

We do not accept returns or exchanges unless the item you purchased is not edible. If your food is unacceptable and not properly prepared by our staff then we will give you the full refund of your purchase.

Reasons that food is un-edible:

- Items that should be cooked is raw in the final product
- Product is completely burnt
- Non food items present in the food (hair, glass, plastic etc...)

Refund is only for product that is not edible and not for other items that was in the original order. If order was made online, then you must bring product back into store for refund.

If you have any other questions about our refund policy please contact: [info@oven360.com](mailto:info@oven360.com)

## 2. Delivery/Pickup Policy

At this time Oven 360 does not offer delivery. All orders made online must be picked up in store.

Oven 360 will prepare your food when we receive the order. If you arrive later than estimated time of food prep then expect product to be less fresh since it has been boxed waiting for pick up.