

Refund Policy – UW Food Services Mobile App

Thank you for ordering from the UW Food Services Mobile App. If you are not satisfied with your order, we are here to help.

Please go to the 'Pick-up Counter' to have your order replaced or for a refund to be issued.

Here are some guidelines to assist you.

Cancellation:

Only advanced orders may be cancelled up to 15 minutes before the order is due for pick-up.

Refund:

We will replace an incorrect order at the 'Pick-up Counter'.

Same day: We will give a refund of an incorrect order at the 'Pick-up Counter' in the same payment tender as purchased. All refunds happen in real time and you will receive notification on your mobile device. Credit card refunds may take them longer to process or show on your personal credit card transaction record based off of each credit card company individual procedures.

Next day(s): We will give a refund within 2-3 business days of an incorrect order at the 'Pick-up Counter' in the same payment tender as purchased. All refunds happen in real time and you will receive notification on your mobile device. Credit card refunds may take them longer to process or show on your personal credit card transaction record based off of each credit card company individual procedures.

Money will not be refunded for orders not picked-up.

Money will not be refunded for orders not picked-up before the location closes for the day. Customers have 30 minutes to pick-up all orders before the unit closes for the day.

Loyalty Points:

All loyalty points gained according with purchase will be refunded accordingly at the time of refund.

If you have any questions on how to correct an order or get a refund, contact us.

UW Food Services

Marketing & Communications

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