

Cancellation and Refund Policy

Any Capitalized terms used but not defined herein shall have the meaning assigned to them under the Terms of Use which govern your use of our website www.Occals.com (the “**Website**”) and our ‘Occals’ application for mobile and handheld devices (the “**App**”). The Website and the App are jointly referred to as the “**Platform**”.

1. Customer Cancellation

1. 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. However, subject to Buyer’s previous cancellation history, Occals 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 Occals.
2. If Buyer cancels his/her Order after one minute of placing it, Occals 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 Occals, 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 Merchants and Pick Up and Delivery Persons.

2. Non-Customer Cancellation

1. Occals reserves the right to collect a penalty for the Orders constrained to be cancelled by Occals for reasons not attributable to Occals, including but not limited to:
 1. in the event if the address provided by Buyer is either wrong or falls outside the delivery zone;
 2. failure to contact Buyer by phone or email at the time of delivering the Order booking;
 3. failure to deliver Buyer Order due to lack of information, direction or authorization from Buyer at the time of delivery; or
 4. unavailability of all the items ordered by Buyer at the time of booking the Order; or
 5. 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, Occals will contact the Buyer on the phone number provided to us at the time of placing the Order and inform Buyer of such unavailability. In such an event Buyer will be entitled to cancel the entire Order and shall be entitled to a refund to an amount upto 100% of the Order value.
2. In case of cancellations for the reasons attributable to Occals or the Merchant or Pick Up and Delivery Person, Occals shall not collect any penalty from the Buyer.

3. Cancellation policy for Dairy Products/ coconut / Breads /Eggs and other Morning Essentials.

1. The Orders placed by Buyers using the Platform are non-cancellable and non-refundable except if refund is requested under the following conditions
 - If the Order could not be delivered within the estimated time while placing the order; If the Order has not been picked by the Pick Up and Delivery Person
 - If the Merchant doesn't accept or cancels the Order due to reasons not attributable to Buyer, including but not limited to store being closed, non-availability of items, store cannot service online orders at that moment, store is overcrowded, etc.
 - If Occals cancels the Order due to reasons not attributable to Buyer, including but not limited to non-availability of Pick Up and Delivery Person, etc.
2. Occals 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 Occals is satisfied that the request and same fulfills any of the aforesaid conditions, then Occals shall process the cancellation request and refund amounts to the Buyer.

4. Refunds

1. Buyer may be entitled to a refund for prepaid Orders. Occals 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;
2. Buyer may be entitled to a refund upto 100% of the Order value if Pick Up and Delivery Person fails to deliver the Order due to a cause attributable to either Pick Up and Delivery Person or Occals, however such refunds will be assessed on a case to case basis by Occals.
3. Our decision on refunds shall be final and binding.
4. All refund amounts shall be credited to Buyer's account as may be stipulated as per the payment mechanism of Buyer's choice, the estimated timelines are detailed as below, in case Buyer don't choose to credit it to Buyer's wallet with his/her Occals Account;

Process	Payment Method	Refund Source	TAT
Order Edit/Cancellation/Compensation/Payment Failure	Net Banking	Source	5-7 Business Days
	Debit/Credit Cards	Source	5-7 Business Days
	UPI	Source	2 Hours
	Amazon Pay (Wallet)	Source	5-7 Business Days

	Amazon Pay (CC/DC/NB)	Source	5-7 Business Days
	Phone Pe (Wallet)	Source	5-7 Business Days
	Phone Pe (CC/DC/NB)	Source	5-7 Business Days
	Wallets- Paytm/Mobikwik/Freecharge	Source	5-7 Business Days
	Lazy Pay	Source	5-7 Business Days
	Sodexo	Source	5-7 Business Days

5. In case of payment at the time of delivery, Buyer will not be required to pay for:

1. Orders where packaging is either tampered or damaged at the time of delivery;
2. Wrong Order being delivered; or
3. Items missing from Buyer's Order at the time of delivery.

Provided the same is communicated to Occals Customer Care through the Platform before the Order is marked delivered.