

## **Frevora Refund Policy**

**Last updated June 1, 2024**

### **I. Introduction.**

At Frevora, we connect people with the best of their neighborhoods by enabling businesses to meet consumers' needs of ease and convenience, and, in turn, generate new ways for people to earn, work, and live.

This Privacy Policy ("Policy") describes how Frevora, Inc. and its affiliates ("Frevora", "we", "our", or "us") collect, process, retain, and disclose your Personal Information when providing its services, including, but not limited to, its consumer platforms, websites, and mobile applications, any website, platform or application that contains or includes a link to this Policy, and channels of communication (collectively the "Services").

This Policy does not apply to Merchants and Vendors, which are subject to separate privacy policies.

### **2. Reasons for refund adjustments**

- a. Order Cancellation – User can cancel the order anytime before the scheduled pickup date through the Frevora app. In the event of order cancellation initiated by customer, a payment processing fee will be charged to the user and a refund will be initiated which should be available to the user in 5-10 business days upon initiation.
- b. No shows – All no shows will automatically be canceled. In case an order has not been canceled when there was a no show, User must reach out to customer support by emailing their order Id [help@frevora.com](mailto:help@frevora.com) and details of their scheduled pickup date for Frevora team to review and take action. All no shows will be treated as a customer-initiated cancellation and a payment processing fee will be charged to the user. All refunds should be available to the user in 5-10 business days upon initiation.
- c. Reject order – Merchant can initiate a refund when they reject the order. Merchants are required to either accept or reject your order by at least 23:59 hours of the day before the scheduled pickup date. In case the order cannot be fulfilled by the merchant a full refund including the payment processing fee will be refunded to the user. The refund should be available to the user in 5-10 business days.

### **3. Returns vs Cancellations**

- a. Return of the order - All sales made by Frevora is final and we do not process returns. Users should make sure that they check the item and make sure it is as per Merchant's listed standards during their scheduled pickup. In case you have issues once the order is completed, please reach out to your Merchant directly to work on a resolution.
- b. Cancellation of the order: As covered in section 2, users will be refunded if they decide to cancel their order due to any reason, do not show up to pick their order or if their order is canceled by the merchant due to any reason.

#### **4. Contact us**

If you have any questions or face any issues with the refund process, please contact us at [help@frevora.com](mailto:help@frevora.com) and we will try to get back to you within 48 hours. We aim to provide users with the best customer experience possible!