

DELIVERY AND RETURNS POLICY

Payment

The payment of the orders can be made via one of the payment methods mentioned during the ordering process. If you have any questions related to the payment, you should contact info@here-food.com.

DELIVERY

Delivery is fulfilled by a restaurant or Here is Food (here-food.com) delivery service. Here is Food may involve a third party for delivery service. Information about the status of the order and its execution is sent to the mobile number of the customer specified during the ordering process. Delivery of all orders will be made at the address of the customer that has been mentioned at the order. After the order has been given to the courier by the restaurant, or prepared for delivery, the delivery address specified in the order cannot be changed by a customer. The customer will be responsible to ensure its present at the time of delivery as well. Here is Food is not responsible for any issues that may arise during the delivery process including orders that have not been delivered.

RETURN

If there are any problems related to quantity, quality or expiration date of the orders, these issues are solved by the restaurant if only the customer informs about their problem in 24 hours after receiving the order. The application should be sent to info@here-food.com. The application should also include order number and the restaurant name. The term of consideration of the application is 15 days.

Here is Food cannot exchange or refund goods due to the perishable nature of the products. Therefore, in order to uphold the food safety standards, Here is Food is unable to accept the return of the goods or offer a cash refund for any food product(s). The delivery costs cannot be refunded.