

Refund Policy

Refund Policy Its a rare case, but possible. If the approved products that you purchase on the Thainabox Website are damaged, wrongly given or if you are not satisfied with them, Thainabox reserves the right to have the order assessed for acceptable quality prior to providing you with a suitable remedy such as a refund of the purchase price or and exchange of the order. For orders that cannot be resolved, we will arrange for the Restaurant Partner to communicate directly with you. As a customer, you have the right to obtain the contact details of the Thainabox Restaurant Partners. In order to make a claim under our Returns and Refund Policy, you must return the product to Thainabox. You will be required to provide identification showing your name, address and signature and any other details that might be required by Thainabox in order to resolve the issue. Return or Cancellation of order We are very sorry to inform you that there will not be any refund if you change your mind regarding the order after the food has been cooking. Please contact us for more information. Feel free to contact us at helloatthainabox.com.au if you have any enquiries regarding the policy.