

www.hotdinner.co.uk Refund Policy

If you are unsatisfied with an order or service from a takeaway or restaurant and would like to get a refund, you can reach out to us through our email support or ring us on our contact number and we will do our best to resolve your complaint.

Procedure

For us to investigate your complaint it would be helpful if we have a few extra details in hand before we contact the takeaway/restaurant on your behalf.

- Order ID
- Registered email address
- Registered phone number
- Photographic proof in case anything is visibly wrong with your order.

Refund Mode

- Card

Please check your cancellation email to confirm us you would like the refund. We shall refund to your card saved on file. The refund will be credited back to your card, and you can re-order from a different takeaway/restaurant.

Please note due to FCA legislation a refund to your card may take 3- 5 working days to reach you, but please rest assured that you will receive your money in the shortest possible time.

If the takeaway initiates the refund directly from the merchant, the refund will get credited straight to your bank account within 3 - 5 business days.