

Returns and Refunds Policy

Business Name: Chewy Churro

ABN: 20816909474

This Returns and Refunds Policy applies to all online orders, takeaway purchases, and third-party delivery orders supplied by Chewy Churro anywhere in Australia. This policy operates in accordance with the Australian Consumer Law (ACL).

1. Your Rights Under Australian Consumer Law

Nothing in this policy excludes, restricts, or modifies any rights you have under the Australian Consumer Law.

You are entitled to a remedy (refund, replacement, or remake) if the food you receive:

- Is unsafe or contaminated
 - Is significantly different from what you ordered
 - Is not fit for its intended purpose
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2. No Returns of Food Products

Due to food safety and health regulations, food items cannot be returned once they have left the control of Chewy Churro.

This includes all churros, sauces, toppings, drinks, and catering food items sold online, in-store, or via delivery platforms.

3. When You Are Eligible for a Refund or Replacement

A refund, replacement, or remake will be provided where required by law, including where:

- The wrong item was supplied
- The product is faulty, unsafe, or contaminated
- The order is incomplete due to an error by Chewy Churro
- The food is not as described

Where possible, Chewy Churro may offer a remake of the item rather than a refund.

4. When Refunds Are Not Provided

Refunds or replacements are not provided for:

- Change of mind
 - Personal taste preferences
 - Incorrect orders placed by the customer
 - Failure to read the menu description
 - Minor presentation differences that do not affect quality
 - Delays caused by third-party delivery providers and that those delays impact food quality
 - Failure to consume the product within a reasonable timeframe
 - Food that has been mishandled, stored incorrectly, or consumed after delivery
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5. Third-Party Delivery Orders

For orders placed through delivery platforms:

- Delivery timeframes are the responsibility of the delivery provider
 - Issues relating to late delivery, driver handling, or missing items must first be reported through the platform
 - Chewy Churro will cooperate with the platform to resolve genuine food quality issues where required
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6. How to Request a Remedy

If you believe your order does not meet the consumer guarantees, you must contact us as soon as possible on the same day of purchase with:

- Your order number or receipt
- A description of the issue
- Clear photographs

This allows us to properly assess the issue and provide a remedy where required.

7. Refund Method

Where a refund is approved, it will be processed:

- Back to the original payment method for online and in-store purchases, or
- Through the relevant delivery platform for Uber Eats orders

Refund timeframes may vary depending on your bank or the delivery platform.

8. Contact

For any returns or refund enquiries, please contact:

Email: contact@chewychurro.com.au