

## *Cancellation Policy*

Cakesonwheels believes in helping its customers as far as possible, and has therefore a liberal cancellation policy. Under this policy:

We take pride in the quality and range of cakes we bring to you. We also ensure the quality of our cakes. You must inspect the order and notify us promptly in writing or by phoning our call centre of any dissatisfaction with your order. We will promptly and fully refund the price that do not meet with your reasonable satisfaction or arrange for the delivery of replacement.

We ensure that all our cakes are delivered fresh (baked a couple of hours before delivery) and in good shape to your premises. Should the cake be smudged or crushed during delivery, we will be happy to give you a refund.

Your order can be cancelled as long as you give us sufficient notice of at least 4 hours prior to the delivery time. If our delivery person not started for your delivery then we will deduct Rs 100 as convenience charge and full refund will be done. If our delivery person has already started for your order delivery then max 50% of order value will be deducted. All refund will be done in 14 working days.

Please call our customer service on 9901444121 or email us at [support@cakesonwheels.net](mailto:support@cakesonwheels.net) if you wish to cancel or return your order.

Contact us

EMandate Management Services  
1<sup>st</sup> Floor ,CSD Building , HMT Main Road ,  
Jalahalli ,  
Bangalore 560013.