

Order Cancellation & Refund Policy

Effective Date: 27 August 2026

1. Purpose

This Order Cancellation and Refund Policy sets out the terms and conditions applicable to customers who place orders through the Kota online ordering website.

By placing an order through our website, the customer acknowledges that they have read, understood and agreed to this policy.

2. Order Cancellation

Customers may request the cancellation of an order **strictly no later than two (2) hours before the scheduled collection or delivery time.**

Once the order falls within the two-hour period before the scheduled collection or delivery time, the order **may no longer be cancelled at the customer's request**, as preparation and/or fulfilment may already have commenced.

Example:

If your order is scheduled for collection or delivery at **14:00**, a cancellation request must be received **before 12:00**.

A cancellation request received at 12:00 or later may not be accepted.

3. How to Request a Cancellation

Customers **must not rely on cancelling an order through the website, email, or any other method.**

To request a cancellation, the customer must send a **direct WhatsApp message** to the business using the official WhatsApp contact details provided on the website.

The WhatsApp cancellation message should include:

- Customer's full name;
- Order number;
- Contact number used when placing the order;
- Scheduled collection or delivery time; and
- A clear request to cancel the order.

A cancellation is only considered successfully requested once the business has received the WhatsApp message and the cancellation has been acknowledged or confirmed.

Customers are responsible for ensuring that their cancellation request is sent in sufficient time.

4. Cancellation Fee

Where a customer cancels an order within the permitted cancellation period, a **R20.00 cancellation fee** will be deducted from the amount refundable to the customer.

For example, if a customer paid **R150.00** for an order and the cancellation is accepted, the applicable refund will be **R130.00**, after deduction of the R20.00 cancellation fee.

The cancellation fee is intended to contribute towards costs incurred in processing, administering and preparing an order.

Any cancellation fee will be applied subject to applicable South African consumer protection legislation.

5. Cancellations Within Two Hours

Orders **cannot ordinarily be cancelled within two (2) hours of the scheduled collection or delivery time.**

This is because food orders may have already been prepared, ingredients allocated, packaging completed, or delivery arrangements made.

Accordingly, customers should carefully check their order details, collection/delivery time and address before completing payment.

Nothing in this policy is intended to limit any rights that a consumer may have under applicable law.

6. Refunds for Cancelled Orders

Where a cancellation is accepted and a refund is due, the applicable refund will be processed after deducting the **R20.00 cancellation fee**, where legally permissible.

Refunds will generally be made using the original payment method used for the order, where reasonably possible.

The processing time for a refund may depend on the payment provider, bank or payment gateway used by the customer.

7. Incorrect or Incomplete Orders

Customers should check their order carefully before submitting it.

If a customer receives an order that is materially different from the order placed, the customer should contact the business via WhatsApp as soon as reasonably possible and provide:

- Order number;
- Description of the problem;
- Photograph(s), where applicable; and
- Any other information reasonably required to investigate the matter.

Where the business is responsible for an incorrect or materially defective order, the matter will be investigated and an appropriate remedy may be provided in accordance with applicable consumer protection legislation.

8. Food Quality and Safety

Because our products are prepared food intended for immediate consumption, customers should report any genuine quality, safety or order-related concern as soon as possible after collection or delivery.

Customers should not consume a product where they reasonably believe that it may be unsafe and should contact the business immediately.

9. Failure to Collect an Order

If a customer selects collection and fails to collect the order at the agreed collection time without contacting the business, the order may be treated as a **no-show**.

Where food has already been prepared, the business may be unable to provide a refund, subject always to the customer's rights under applicable law.

Customers who are unable to collect their order should contact the business via WhatsApp as soon as possible.

10. Delivery Issues

If a customer selects delivery and is unavailable or provides an incorrect or incomplete delivery address, the business may contact the customer to resolve the issue.

Any additional delivery arrangements or costs arising from incorrect information supplied by the customer may be the customer's responsibility, where legally permissible.

11. Business Cancellation

If the business is unable to fulfil an accepted order, the customer will be notified as soon as reasonably practicable.

Where the business cancels an order and payment has already been received, the customer will be entitled to an appropriate refund in accordance with applicable law.

The business will not charge the R20.00 customer cancellation fee where the cancellation is initiated by the business.

12. Consumer Rights

This policy is intended to operate in accordance with the **Consumer Protection Act 68 of 2008 (CPA)** and other applicable South African legislation.

Nothing contained in this policy is intended to exclude, restrict or waive any consumer right that cannot lawfully be excluded, restricted or waived.

Where applicable, consumers may have statutory rights relating to cancellation, refunds, defective or poor-quality goods, or failure to fulfil an order.

13. Policy Amendments

We reserve the right to amend or update this Order Cancellation and Refund Policy from time to time.

The latest version published on the website will apply to orders placed after the updated policy has been published, subject to applicable law.

14. Contact Us

For order cancellations, refund enquiries or order-related complaints, customers must contact us directly via **WhatsApp** using the official WhatsApp contact details provided on our website.

When contacting us, please provide your **order number and the telephone number used when placing the order** so that we can assist you efficiently.

Thank you for choosing us and for understanding our order cancellation and refund requirements.