



## **Customer Service & Satisfaction Policy**

At Munchies Peri Peri, delivering exceptional customer service is a core part of our brand promise. We aim to provide every customer with a warm, friendly, and respectful experience, whether ordering in-store, online, or through delivery platforms.

Our staff are trained to treat all customers with courtesy and professionalism, ensuring prompt service and clear communication. We strive to accommodate reasonable requests and preferences whenever possible, without compromising food quality or safety.

We believe customer feedback is essential for growth and improvement. If a customer is not fully satisfied with their experience, we encourage them to raise the issue as soon as possible so it can be addressed fairly and efficiently. Complaints are handled with care, respect, and confidentiality.

Our goal is to resolve concerns in a timely manner and, where appropriate, offer solutions such as replacements or refunds in line with our Refund Policy. Repeated issues are reviewed internally to prevent future occurrences.

By focusing on consistency, honesty, and attentiveness, we aim to build long-term relationships with our customers and ensure every visit to Munchies Peri Peri is enjoyable and memorable.

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