



Refund, Cancellation & Order Accuracy Policy

Munchies Peri Peri is committed to ensuring order accuracy and customer satisfaction. We take great care in preparing and packaging every order correctly; however, we understand that mistakes can occasionally occur.

Customers are advised to check their orders promptly upon collection or delivery. If an order is incorrect, incomplete, or unsatisfactory, the issue should be reported as soon as possible, ideally within a reasonable timeframe after receipt. Proof of purchase may be required to assess the claim.

Refunds, replacements, or store credits are considered on a case-by-case basis, depending on the nature of the issue. We do not typically offer refunds for change-of-mind or food that has been consumed, except where required by UK consumer law.

Orders placed online or through third-party platforms are subject to their terms as well as our internal policies. Cancellation requests must be made immediately after placing the order and may not be possible once food preparation has begun.

This policy is designed to ensure fairness for both customers and the business while maintaining high standards of service and food quality.

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