

Refund Policy

1. Introduction

At Curbside Vending Ltd, we strive to ensure our vending machines provide a smooth and reliable experience. We understand that issues may occasionally arise, and we are committed to resolving them fairly and efficiently. This policy outlines our refund process for vending machine purchases.

By using our vending machines, you agree to the terms outlined in this policy. Curbside Vending Ltd reserves the right to update this policy at any time.

2. When Are Refunds Issued?

Refunds will only be issued in the following cases:

- **Failed transactions** – If payment was taken but no product was dispensed.
- **Machine malfunction** – If the vending machine experiences a verified error that prevents the customer from receiving their product.
- **Expired product** – If a product dispensed from the machine is past its expiration date (photo proof required).

We **do not issue refunds** for:

- **Change of mind** – Once a product has been dispensed, it is non-refundable.
- **Taste preference** – We cannot provide refunds if a customer does not like the taste of a product.
- **Accidental purchases** – Please ensure you select the correct product before confirming payment.
- **Packaging damage** – Minor damage to packaging that does not affect the product inside is not eligible for a refund.
- **Incorrect product selection** – If a customer selects the wrong product, a refund will not be issued.
- **Machine vandalism or tampering** – If a vending machine has been vandalized, damaged, or tampered with, refunds will not be processed.

All vending machines are stocked with pre-checked products, and packaging is inspected before being placed in the machine to ensure quality.

3. How to Request a Refund

If you experience a vending machine issue that qualifies for a refund, please contact us within **48 hours** of the purchase. If the vending machine is located in a building that is closed on weekends or bank holidays, refund requests may be submitted within **72 hours** of purchase.

Email: hello@curbsidecravings.co.uk

WhatsApp: 07350 534640

To process your refund, you must provide the following:

- **Proof of purchase** – A receipt, payment confirmation, or transaction ID.
- **Photo evidence (if applicable)** – A clear image of the vending machine screen showing the error, or a picture of the dispensed product if it is faulty or expired.
- **Location & Time** – The location of the vending machine and the time of purchase.
- **Last 4 digits of payment card (or digital card for Apple/Google Pay)** – To verify the transaction in Nayax records.

Refund requests must be submitted by the actual purchaser. Requests made on behalf of another person will not be processed.

4. Refund Processing Time

- Refund requests will be **reviewed within 48 hours** of submission.
- Approved refunds will be **issued via the original payment method**.
- Depending on your bank, it may take **3-5 business days** for the refund to appear in your account.
- If a refund is delayed beyond 5 business days, please contact us again for assistance.

Refunds **will not be reissued** if the transaction has been successfully refunded and the delay is due to banking processes. In such cases, customers should contact their bank.

5. Refund Amount & Fees

- Refunds will be issued **at the full price of the product** displayed on the machine.
- No transaction fees will be deducted – the full amount paid for the item will be refunded.
- We do not cover additional costs, such as bank fees or foreign exchange conversion fees.
- If a price change occurs after the purchase, the refund will be based on the original amount paid.

6. Legal & Compliance

- **Consumer Rights Compliance** – This refund policy complies with the **Consumer Rights Act 2015**, ensuring refunds for failed transactions while protecting the business from fraudulent claims.
- **Liability Disclaimer** – Curbside Vending Ltd is **not responsible for technical issues caused by third-party payment providers**, including but not limited to **bank errors, card processing failures, and network connectivity issues**. Customers experiencing payment-related issues should contact their payment provider.
- **GDPR Compliance** – Refund requests require customers to provide transaction details. This data is stored for **60 days** after the refund is processed and is used only for refund verification. Customers may request the deletion of their data at any time.

7. Contact Us

For any refund inquiries, please contact us at:

Email: hello@curbsidecravings.co.uk

WhatsApp: 07350 534640

Website: <https://curbsidecravings.co.uk/>

We appreciate your understanding and thank you for using our vending machines!