

SUUYAR – MONTHLY MEAL SUBSCRIPTION & REFUND POLICY

1. Subscription Overview

SUUYAR offers a **Monthly Meal Subscription service** where customers pay a recurring monthly fee in exchange for scheduled food deliveries.

By purchasing a SUUYAR subscription, you agree to the terms outlined in this policy, in addition to our general **Terms of Service, Shipping Policy, and Privacy Policy**.

2. Billing & Payment

- Subscription fees are **charged automatically each month** on the same date as the original purchase
- Payments are taken in advance for the upcoming subscription period
- All prices are inclusive of applicable taxes unless stated otherwise

Failure of payment may result in delayed delivery or suspension of the subscription until payment is successfully processed.

3. Rolling Monthly Commitment

All SUUYAR subscriptions operate on a **rolling one-month commitment**.

This means:

- Customers must complete **at least one full paid month** before cancellation is permitted
- Cancellation requests submitted during an active month will take effect **at the end of the current billing cycle**, not immediately
- No partial-month cancellations or mid-cycle refunds are allowed

This structure allows SUUYAR to plan sourcing, preparation, and logistics responsibly.

4. Cancellation Policy

- Subscriptions may be cancelled **after the first full month** has been completed
- Cancellation must be submitted **before the next billing date** to avoid being charged for the following month
- Once cancelled, the subscription will remain active until the end of the paid billing period

If cancellation is requested after a new billing cycle has started, the subscription will continue for that month and no refund will be issued.

5. Refund Policy (MONTHLY MEAL Subscriptions)

Due to the nature of **fresh and prepared food**, SUUYAR operates a **strict refund policy**.

No Refunds Will Be Issued For:

- Subscription fees once a billing cycle has started
- Missed deliveries due to customer unavailability
- Change of mind or personal preference
- Cancellations submitted after the billing date
- Unused portions of a subscription month

6. Refunds for Errors or Quality Issues

Refunds or replacements may be considered **only** if:

- The wrong items were delivered
- The food arrived damaged or unsafe due to a delivery issue

To be eligible:

- The issue must be reported **within 24 hours of delivery**
 - Photo evidence may be required
 - Refunds, if approved, may be issued as a **credit, replacement, or partial refund**, at SUUYAR's discretion
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7. Delivery Responsibility

Customers are responsible for:

- Providing accurate delivery information
- Being available to receive deliveries
- Following storage instructions provided with the food

SUUYAR is not responsible for food quality issues caused by missed deliveries or improper handling after delivery.

8. Changes to Subscription Plans

SUUYAR reserves the right to:

- Update pricing with prior notice
- Modify meal offerings based on availability
- Pause or discontinue subscription plans if necessary

Any changes will be communicated in advance where possible.

9. Subscription Suspension

SUUYAR may suspend or cancel a subscription if:

- Payment fails repeatedly
- Fraudulent activity is suspected
- The customer breaches SUUYAR policies

Outstanding balances remain payable.