

LEGAL ENTITY ARGAN OIL BY MAIN	COMMERCIAL BRAND Bröderna Mains	BUSINESS ID (Y-TUNNUS) FI31888081	JURISDICTION & DOMICILE Mariehamn, Åland Islands, Finland
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Customer Refund & Order Issue Resolution Policy

Statutory Guidelines Governing Order Discrepancies, Product Quality Rectification, and Digital Wallet Reimbursements.

1. Policy Scope & Perishable Goods Framework1.0

This Refund Policy outlines customer entitlements and procedures regarding order discrepancies, missing items, or food quality defects. Freshly prepared meals are perishable goods; therefore, statutory return-of-goods rights (e.g. 14-day distance selling cooling-off periods) are legally exempted under Article 16(d) of EU Directive 2011/83/EU. However, Bröderna Mains guarantees that all meals delivered conform strictly to high culinary standards.

2. Valid Grounds for Refund Claims2.0

Bröderna Mains will grant full or partial refunds under the following validated scenarios:

Defect Scenario	Verification Criteria	Resolution Remedy
Missing Menu Item	Item omitted from sealed delivery bag verified against kitchen POS receipt.	100% ITEM REFUND + BONUS CREDIT to In-App Digital Wallet.
Incorrect Item Delivered	Customer receives burger/side conflicting with digital order specifications.	FULL REPLACEMENT OR WALLET CREDIT for the affected dish.
Severe Delivery Delay (>45 min)	Order delivered beyond reasonable ETA caused by courier/kitchen failure.	DELIVERY FEE REIMBURSEMENT + discretionary wallet compensation.
Food Temperature / Transit Damage	Spilled packaging, crushed containers, or cold food due to rider mishandling.	FULL ORDER REFUND OR IMMEDIATE KITCHEN REMAKE.

3. Claim Submission Window & Photographic Evidence3.0

To qualify for compensation, customers must file an issue report through the live in-app support chat or via email to broderna.mains@gmail.com within two (2) hours of delivery receipt. Reports must include clear photographic evidence showing the packaging label, delivered food, and digital receipt ID.

4. Ineligible Circumstances4.0

Refunds shall not be granted under the following circumstances: (a) Unsubstantiated taste preference claims where food was prepared according to standard recipe specifications, (b) Customer absence or refusal to answer rider phone calls resulting in delivery abandonment, (c) Incorrect delivery address supplied by customer at checkout, or (d) Unannounced food allergies where customer failed to request modifications prior to preparation.

5. Reimbursement Settlement Channels5.0

Approved refunds are processed via: (1) Instant In-App Digital Wallet Credit: Available immediately for your next purchase with no processing fees, or (2) Original Payment Card Reversal via Stripe: Processed within 5 to 10 business days according to your issuing bank's clearing timelines.

Vid köp av tillagad mat via denna applikation tillämpas undantagsregeln för distansavtal i enlighet med den finländska konsumentskyddslagen. Eftersom vi tillhandahåller färsk, tillagad mat som snabbt kan försämrats, lagstadgas ingen ångerrätt eller rätt till tillbakaträdande av köp efter att tillagningsprocessen har påbörjats.

Avbokning: Om du önskar avboka en beställning måste du kontakta restaurangen omedelbart via telefon. Om köket redan har påbörjat tillagningen av din mat är beställningen juridiskt och ekonomiskt bindande, och full debitering kommer att ske.

Reklamation och återbetalning: Om levererad produkt är felaktig eller om delar av beställningen saknas, ska restaurangen kontaktas omedelbart via telefon. Vid godkänd reklamation sker återbetalningen omedelbart som ett saldo direkt till din "My Wallet" inuti appen. Detta saldo kan du använda som betalning vid dina framtida beställningar hos oss.

FOR THE OPERATING ENTERPRISE

ARGAN OIL BY MAIN / Bröderna Mains

General Management • Business ID: FI31888081 • Mariehamn, Åland, Finland



LEGAL & REGULATORY COMPLIANCE UNIT

Regulatory Oversight & Audit Desk

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