

Koppiku Refund Policy

At Koppiku, we are dedicated to delivering high-quality beverages and a great customer experience, whether through delivery or pick-up orders. We understand that sometimes issues can arise, and we want to make it as easy as possible to resolve them. This Refund Policy outlines how we handle refunds, and replacements while ensuring that the quality of our drinks is maintained.

We strive to ensure that every order meets your expectations, and in the rare case that something goes wrong, we are here to help. This policy also covers situations where customers may need to pick up their drinks, and what happens if they don't pick up on time.

1. When Are Refunds Available?

We want you to enjoy every beverage from Koppiku, but if something goes wrong, we're happy to offer refunds or replacements in the following situations:

- Your drink arrives damaged or spoiled (delivery): If your drink arrives damaged or spoiled when delivered, let us know, and we'll make it right with a refund or replacement.
- You receive the wrong order: If you receive the wrong drink or your order is missing items, we'll replace the incorrect items or provide a refund.
- Quality Issues: If you feel your drink doesn't meet our usual quality standards (e.g., freshness, taste), please contact us, and we'll investigate. If the issue is confirmed, we'll offer a replacement or a refund.

Our goal is to ensure you have a great experience every time, but please note that refunds are only available under the conditions mentioned above, as we cannot accept returns of perishable beverages once they've been consumed.

1.1. Situations Where Refunds Aren't Available

There are a few situations where we're unable to provide refunds, as they relate to personal preferences or customer responsibility:

- Change of Mind: Refunds cannot be issued if you simply change your mind after the drink has been prepared or delivered.
- Incorrect Information Provided (Delivery): If a delivery fails due to incorrect or incomplete address details, we won't be able to offer a refund.
- Late Consumption: If drinks are consumed after the recommended time frame and spoilage occurs, we cannot issue a refund.
- Improper Storage: If products are not stored or handled correctly (e.g., refrigeration for cold drinks), we cannot be responsible for any spoilage that occurs afterward.
- Late Pick-Ups (Pick-Up Orders): If you do not pick up your drink within 2 hours of the scheduled time, we will have to dispose of the drink to ensure freshness, and a refund will not be available. It is your responsibility to collect your order on time.

2. Timeframe for Refund Requests

Refund or replacement requests for all beverage orders must be submitted within 24 hours of receiving or picking up your order. After this period, drinks are no longer eligible for a refund or replacement due to the perishable nature of our products.

3. Pick-Up Orders: Handling and Disposal

3.1. On-Time Pick-Up

For pick-up orders, it's important to collect your drink within the scheduled pick-up window to ensure you receive it at the optimal freshness. We prepare your order just before the scheduled pick-up time to ensure quality.

3.2. Late Pick-Up

If you are unable to collect your drink on time, please contact us immediately. We will try to hold your drink for a reasonable period if the drink has not been made, but:

- If the drink is not picked up within 1 hour of the scheduled pick-up time, we will dispose of the drink to maintain food safety and quality standards.
- Once the drink is disposed of due to late pick-up, no refunds will be available.

This policy ensures that our drinks remain fresh and safe for consumption. We recommend scheduling your pick-up at a time that works best for you to avoid any inconvenience.

4. How to Request a Refund or Replacement

If something wasn't right with your order, we've made the refund or replacement process simple:

4.1. Step 1: Contact Us

Reach out to our customer service team within 24 hours by emailing us at support@koppiku.my or contacting us via the mobile app. Please include:

- Your full name and invoice number.
- Copy of the Invoice and Label sticker attached to drink.
- A brief explanation of the issue.
- Photos of the issue, if applicable (e.g., damaged or incorrect items).

4.2. Step 2: Review Process

Once we receive your request, our team will review the issue and may request further details to better understand what went wrong. For pick-up orders, we may ask for verification of your scheduled time and confirmation that the product wasn't collected on time.

4.3. Step 3: Resolution

If your claim meets the refund or replacement criteria, we'll proceed with the following:

- Replacement: If feasible, we'll arrange for a fresh drink to be prepared.
- Refund: If a replacement isn't possible, we'll issue a refund via the original payment method or as store credit, depending on your preference.

We aim to resolve all refund and replacement requests within 3 business days of receiving the claim.

7. Delivery Issues

We strive to ensure that your drink arrives in perfect condition, but sometimes unforeseen circumstances can affect delivery. Here's what happens in case of delivery issues:

7.1. Missed Deliveries

If a delivery attempt is made and no one is available to receive the order, and it cannot be left safely at your location, please contact us immediately. Unfortunately, if the delivery fails due to incorrect information provided or no one being available, we cannot offer a refund for missed deliveries.

7.2. Late Deliveries

While we always aim to deliver on time, external factors such as traffic or weather may sometimes cause delays. If your drink arrives late and in a condition that isn't safe to consume (e.g., spoiled due to the delay), please contact us, and we will issue a replacement or a refund.

8. Refund Processing Time

We want to ensure that your refund is processed as quickly as possible. Once approved, refunds are typically processed within 3-5 business days. The time it takes for the refunded amount to appear in your account may vary depending on your bank or payment provider.

If we issue store credit as your preferred method of refund, it will be applied to your Koppiku account immediately.

9. Refunds for Promotional or Discounted Items

We love rewarding our customers with promotions and discounts, and those items are still covered by our refund policy in case of damage, spoilage, or incorrect orders. However, the refund will be based on the price paid after the discount, not the original price.

Please note that promotional offers or discounts may not apply to replacement orders unless specified in the promotion's terms.

10. We're Here to Help!

If you have any questions or concerns about your order or this Refund Policy, don't hesitate to get in touch with us at hello@koppiku.my. We're committed to resolving any issues and ensuring that your experience with Koppiku is a positive one.