

Sonrisa Tamales Catering

RETURN POLICY

If there are any issues with your food order, you **MUST** notify us immediately by telephone at [647 390 2469](tel:6473902469). It is vital that you inform us of the problem immediately (same day as delivery). Complaints issued more than 24 hours after delivery will not be considered for refund.

RETURNS

Due to the perishable nature of our products, if a complaint is not filed immediately and the product is not returned the same day, the product will not be considered for return/refund.

Products with only small fractions remaining (for example, 5 or 6 pieces of a 20 slice cake) will not be considered for a refund. Do not throw any of the products away. Please leave the original packaging in tact.

REFUNDS

Should your product be damaged in delivery, or the wrong items be delivered, please contact us immediately and follow up with an email including a photo of any product damage. You may receive a replacement delivery or credit on a future purchase.

If your complaint is not received within 24 hours, there will be no refund issued. Refunds or credits issued for dissatisfaction with consumables are at the sole discretion of Sonrisa Tamales Catering. Please give us the chance to resolve the problem before disputing your transaction.

Pre-paid orders cancelled with more than 24 hours notice will receive full refund. Orders cancelled with less than 24 hours notice are subject to 100% charge.

CONTACT

If you have any questions or concerns about our return policy or about your order, please do not hesitate to contact us at [647 390 2469](tel:6473902469).