

FoodPolice 100% Tamper Guarantee Agreement

This FoodPolice 100% Tamper Guarantee ("Agreement") outlines the terms under which FoodPolice provides a full refund for food believed to be tampered with.

Guarantee

FoodPolice will issue a **100% refund** for food items that have been compromised or tampered with, subject to the conditions below.

Eligibility Requirements

To qualify for a refund under this guarantee, **all** of the following conditions must be met:

1. Broken or Open Seal

The tamper-evident seal on the FoodPolice bag must be **open, broken, or compromised** at the time the customer receives the order.

2. Reasonable Belief of Tampering

If the FoodPolice bag is broken and the customer reasonably believes the food has been compromised or tampered with in any way, the guarantee may apply.

3. Driver Information Required

The customer must provide FoodPolice management with the **driver's full name** and **delivery company/platform** responsible for the delivery.

4. Return of Bag and Contents

The FoodPolice bag and its contents must be **returned to FoodPolice offices** for investigation.

Investigation & Refund Timeline

- Refunds are issued **after** FoodPolice completes its investigation.
- Investigations generally take **up to 90 days**, but may be completed sooner.
- Upon verification of eligibility, FoodPolice will refund **100% of the purchase amount for the items contained within the bag**.

Required Prior Steps

Before FoodPolice will issue a refund, the customer must:

1. Contact the Store

First attempt to resolve the issue directly with the store or restaurant where the food was purchased.

2. **Notify the Online Platform**

Inform the delivery platform or online service used to place the order of the issue.

3. **Escalation to FoodPolice**

If resolution is not achieved through the store or platform, the customer may then submit a refund request to FoodPolice.

Final Resolution

If all prior steps have been completed and the claim meets the requirements of this Agreement, **FoodPolice will refund the full purchase amount** for the affected items.

General Terms

- This guarantee applies only to food delivered in an official FoodPolice tamper-evident bag.
- FoodPolice reserves the right to deny claims that do not meet the conditions outlined in this Agreement.
- This Agreement does not constitute an admission of fault by FoodPolice, the driver, or the delivery platform.

By using FoodPolice services, you acknowledge and agree to the terms of this 100% Tamper Guarantee.