Refunds Policy

Last updated: 11 November 2026

This policy explains when money is returned for a UniDash order and how it reaches you. Which orders are cancelled, and when, is set out in the Cancellation Policy.

1. When a payment is returned

What you paid, including the service fee, **comes back in full** when your order is cancelled because the restaurant could not complete it (see Cancellation Policy, section 2), when the venue confirms that an item was missing or wrong (section 5), and in any other case where we decide a refund is due. It does **not** come back for an order that was not collected. How it comes back depends on how you paid.

2. How the money comes back

You paid with	What happens
Card (including Apple Pay and Google Pay)	The amount is added to your UniDash credit straight away. If you would rather have it back on the card you used, contact us at any time and we will refund to that card the part you have not yet spent, and remove that part from your credit (section 4). A refund to a card usually reaches your statement within 10 to 14 working days, depending on your bank.
UniDash credit	The amount goes back to your UniDash credit straight away.

We never return a card payment to a different card.

3. Charged but no order

If you were charged but did not receive an order, or were charged twice, contact **support@unidash.food** with the time of the payment and the last four digits of the card. When the charge is confirmed, we return it in full.

4. UniDash credit

- UniDash credit comes only from your orders: the price difference when you accept a cheaper replacement for an unavailable item, the value of an unavailable item removed from your order, the amount of an order you paid with UniDash credit when that payment comes back to you, or a card payment that could not be returned to your card (section 2).
- It can be used for UniDash orders only. It cannot be bought, topped up or transferred, and it is **never exchanged for cash**. Only credit that came from a card payment can go back to that card, at your request (section 2).
- It does not expire while your account exists.
- If the payment for the order the credit came from is later returned to you, that credit is removed, so the same amount is never returned twice; if you have already spent some of it, only what is left is removed and nothing is charged to you. Credit given in error, or obtained by misusing the service, may also be removed.
- If you delete your account, any credit left is lost. The app shows you the exact amount before you confirm (see the Privacy Policy, section 8).

5. Missing or wrong items

Check your order at the counter. If an item is missing or wrong, tell the venue's staff before you leave, or write to **support@unidash.food** the same day with your order number and, if you can, a photo. When the venue confirms it, it gives you the right item, or returns that item's price:

You paid with	What happens
Card (including Apple Pay and Google Pay)	The item's price is refunded to the card you used, usually within 10 to 14 working days, depending on your bank.
UniDash credit	The item's price is added back to your UniDash credit.

A complaint about the quality of the food is handled in the same way. A note on your order is a request: if it is not followed, that alone does not make the order refundable.

6. Changes

We post changes to this policy here, in English and Arabic, and update the date above. Each version carries its date and can be downloaded as a PDF from the top of this page; we keep every earlier version and send a copy on request to support@unidash.food.

7. Language

This policy is published in Arabic and English. If the two differ, the Arabic text prevails.

Contact

Questions about an order or a payment: **support@unidash.food**. Please include your order number.

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