

Return & Refund Policy:

At The Imagination Box, we are committed to ensuring your satisfaction with every order. Below are our policies regarding refunds and returns. If you have any questions or concerns about our policy, please don't hesitate to contact us.

Order Confirmation and Cancellation:

Once your order is confirmed with our company, preparation begins immediately. Therefore, we are unable to accept cancellations once your order has been confirmed and paid for.

Food Order Errors:

Should you receive food items that differ from what is listed on your receipt, we sincerely apologize for the inconvenience. Please notify us promptly, and we will rectify the error. You may either pick up the correct food item or opt for a refund or store credit, depending on the payment method used. Kindly return the incorrect food in its original container(s) to our host.

Food Order Incomplete:

In the unlikely event that your order is missing items listed on your receipt, please contact us immediately. You have the option to cancel the missing items for a refund or store credit. We will make sure to address the issue promptly.

Food Dissatisfaction:

We take pride in preparing each dish with the finest ingredients and care. If you encounter any issues with the quality or taste of your food, please reach out to us right away. We will investigate the matter and offer a replacement dish or a refund/store credit upon confirmation of the issue and after the investigation has been made. To facilitate this process, please return the unsatisfactory food in its original container(s).

At The imagination box catering, your satisfaction is our top priority, and we strive to ensure that every experience with us meets your expectations

Please ensure food is kept within health and safety guidelines once you have received the foods, food risk the possibility of going off and may cause problems.