

Return Policy

Effective Date: August 16th, 2025

At LE Hospitality Brands™, we take pride in preparing and delivering high-quality meals and services. Because our products are perishable and made to order, we maintain the following return and refund policy:

1. No Returns

Due to the perishable nature of our meals, we do not accept returns once an order has been delivered or picked up. Products cannot be resold or reused once they leave our facility, for safety and quality reasons.

Because meals are prepared specifically for each order, preparation may begin immediately after an order is confirmed. Once preparation has begun, the order may no longer be eligible for cancellation or refund.

2. Refunds and Replacements

We will issue refunds, credits, or replacements only in the following cases:

- The order delivered is incorrect (wrong item)
- The product is damaged or spoiled upon arrival
- An error occurred on our end in preparing or fulfilling the order

To request a refund or replacement:

- Contact us within 24 hours of receiving your order
- Provide your order number, details of the issue, and photos (if applicable)
- Claims made after 24 hours may not be eligible for refund or replacement
- Customers agree to contact LE Hospitality Brands™ to resolve any order issues before initiating payment disputes with their financial institution

3. Customer Responsibility

It is your responsibility to provide accurate delivery information and ensure someone is available to receive the order. LE Hospitality Brands™ is not responsible for orders lost, delayed, or spoiled due to incorrect addresses, missed deliveries, or improper storage after delivery. Once an order has been successfully delivered to the provided address or accepted by the customer or designated recipient, responsibility for the product transfers to the customer.

4. Non-Refundable Circumstances

Refunds or replacements will not be issued for:

- Change of mind or taste preferences.
- Missed deliveries or failure to pick up an order.
- Failure to properly store meals after delivery.
- A basis solely on taste preference, personal expectations, or individual dietary preferences.

5. How Refunds Are Processed

Approved refunds will be processed to the original payment method within 5–10 business days. In some cases, store credit may be offered instead of a monetary refund.

6. Quality Assessment

LE Hospitality Brands™ reserves the right to evaluate all refund or replacement claims and may request additional information or photographic evidence before issuing a refund or credit.

7. Contact Us

If you have any questions about these Terms and Conditions, please contact us:

LE Hospitality Brands™

Email: LEHospitalityBrands@gmail.com

Phone: (512) 736-9174

Mailing Address: PO Box 14277, Austin, TX 78761

