

REFUND AND CANCELLATION POLICY

Version: 1.0

Effective Date: 17 June 2026

Last Updated: 17 June 2026

1. About this Policy

1.1 This Refund and Cancellation Policy "Policy" explains when customers may cancel food orders, request refunds, raise payment disputes, or receive another resolution for transactions completed through the MakeADish platform.

1.2 This Policy applies to the online marketplace operated by MAKEADISH Limited, a company registered in England and Wales with company number 17104447 and registered office at 15 Lockheed Street, Weston Turville, Aylesbury, HP22 3BA, United Kingdom "MakeADish", "we", "us" or "our".

1.3 MakeADish operates an online marketplace connecting customers with independent hosts and chefs who prepare and sell food. Hosts are independent providers and are not employees, agents, partners or representatives of MakeADish unless we expressly state otherwise in writing.

1.4 This Policy forms part of the terms that apply to use of the MakeADish platform. If there is any conflict between this Policy and any non-waivable rights under applicable consumer protection law, those legal rights will apply.

1.5 Nothing in this Policy limits or excludes any rights that customers may have under applicable consumer protection laws, including rights that cannot lawfully be excluded or restricted.

1.6 The MakeADish platform is currently available at <https://www.makeadish.co.uk> or such other website, application, subdomain or platform URL as MakeADish may use from time to time.

1.7 This Policy should be read together with the following MakeADish documents:

- (a) the MakeADish Marketplace Terms of Use;
- (b) the MakeADish Host Declaration;
- (c) the MakeADish Privacy Policy;
- (d) the MakeADish Cookie Policy; and
- (e) any applicable Order, Listing, marketplace, food safety, Host, Customer or platform-specific policies, rules or guidelines published by MakeADish from time to time.

1.8 Where there is any conflict between this Policy and the MakeADish Marketplace Terms of Use, the provisions of the MakeADish Marketplace Terms of Use shall prevail to the extent permitted by law, except that nothing in those terms or this Policy shall exclude, restrict or override any non-waivable consumer rights.

1.9 By using the platform, Customers and Hosts agree to comply with all applicable MakeADish policies, terms, rules and guidelines published on the platform. The latest versions of those documents are available on the platform at <https://www.makeadish.co.uk> or through any other link or support channel published by MakeADish.

2. Definitions

2.1 In this Policy, the following terms have the meanings set out below:

- (a) "Accepted Order" means an Order that has been accepted by the relevant Host through the MakeADish platform.

(b) "Customer" means a person who places or seeks to place an Order through the MakeADish platform.

(c) "Host" means an independent chef, cook, seller, vendor or food provider who offers, prepares, supplies or fulfils food or meal orders through the MakeADish platform.

(d) "Order" means a food, meal, pickup, delivery or related transaction placed through the MakeADish platform.

(e) "Platform Service Fee" means any service, booking, processing or platform fee charged by MakeADish in connection with an Order.

(f) "Policy" means this Refund and Cancellation Policy, as amended from time to time.

(g) "Stripe" means Stripe Payments UK Ltd, Stripe Payments Europe Ltd, Stripe, Inc. or another Stripe group company or payment service provider used to process payments, refunds, reversals or disputes.

3. Transactions Covered by this Policy

3.1 This Policy applies to all food orders and related transactions completed through the MakeADish platform, including:

(a) food and meal orders purchased from Hosts through MakeADish;

(b) pickup orders;

(c) delivery orders where delivery is offered by the relevant Host through the platform;

(d) Platform Service Fees charged by MakeADish;

(e) payments processed through Stripe or another payment provider; and

(f) refund requests, cancellations, complaints, chargebacks, disputes and order-related issues.

3.2 This Policy applies only to transactions made through the MakeADish platform. It does not apply to:

(a) products, services or arrangements offered outside the MakeADish platform;

(b) direct arrangements between Customers and Hosts made outside the platform;

(c) cash, bank transfer or off-platform payments between Customers and Hosts; or

(d) third-party services that are subject to separate third-party terms, except where MakeADish expressly states otherwise.

3.3 Customers and Hosts must not use off-platform arrangements to avoid platform fees, payment protections, cancellation rules or dispute processes.

4. Role of MakeADish and Hosts

4.1 MakeADish provides a platform that facilitates transactions between Customers and Hosts. Unless MakeADish expressly states otherwise for a particular transaction, the Host is responsible for preparing, supplying and fulfilling the food order.

4.2 Each Host is responsible for:

- (a) preparing and supplying food orders accepted by that Host;
- (b) ensuring the accuracy of menu descriptions, availability, allergens, ingredients, pricing, preparation times and fulfilment details they provide on the platform;
- (c) complying with applicable food safety, hygiene, registration, licensing and consumer protection requirements;
- (d) fulfilling Accepted Orders in accordance with the order details and platform rules; and
- (e) cooperating with MakeADish in relation to refund requests, complaints, disputes and investigations.

4.3 MakeADish may review refund requests and disputes, request evidence, consult with the relevant Host, and determine an appropriate platform-related resolution, subject to applicable law.

4.4 MakeADish may withhold, reverse, set off or recover payments from a Host where reasonably necessary to process approved refunds, resolve disputes, prevent fraud, comply with legal obligations, enforce platform policies, or protect Customers, Hosts or the platform.

4.5 All delivery options available through the MakeADish platform are arranged and fulfilled directly by the Host offering the relevant food products, unless MakeADish expressly states otherwise for a specific Order or service.

4.6 MakeADish does not provide delivery services and does not engage third-party courier companies. Hosts are solely responsible for preparing Orders, arranging delivery where delivery is offered, and ensuring that Orders are delivered to Customers in accordance with the details displayed on the platform and agreed as part of the Order.

4.7 Some Hosts may also offer Customer collection or pickup as an alternative to delivery. The available fulfilment options for each Order will be displayed on the platform before the Customer completes their purchase.

4.8 Where a Host offers delivery, the Host is responsible for ensuring that the delivery is carried out lawfully, safely and in compliance with applicable food safety, transport, vehicle, insurance and other legal or regulatory requirements.

4.9 MakeADish may assist with platform communications, refund requests, complaints, dispute handling and investigations, but this does not make MakeADish the provider of the food, the delivery provider, the Host's agent, or the Host's employer, partner or representative.

5. Order Review Before Purchase

5.1 Customers should review all order details carefully before placing an Order, including the Host, menu item, quantity, collection or delivery time, delivery address, allergens, dietary requirements, pricing, fees and any special instructions.

5.2 Customers are responsible for ensuring that the information they provide is accurate and complete. This includes delivery address, contact details, collection timing, dietary notes and any information reasonably needed by the Host to fulfil the Order.

5.3 If a Customer identifies an error after placing an Order, the Customer should contact the Host or MakeADish as soon as possible. MakeADish cannot promise that changes can be made after an Order has been accepted or food preparation has started.

6. Cancellation Before Host Acceptance

6.1 A Customer may cancel an Order at any time before the relevant Host accepts the Order.

6.2 Where an Order is cancelled before acceptance by the Host, the Customer will receive a full refund of all amounts paid for that Order, including the food price and any Platform Service Fee charged for that Order, unless a payment provider has already declined, reversed or voided the payment.

6.3 Where payment has been authorised but not captured, MakeADish or Stripe may release or void the authorisation instead of issuing a refund. The timing of any release may depend on the Customer's card issuer or payment provider.

7. Cancellation After Host Acceptance

7.1 Once a Host has accepted an Order, the Host may begin purchasing ingredients, preparing food, reserving delivery capacity, allocating time or otherwise incurring costs in reliance on the Order.

7.2 For this reason, Customers may not be entitled to cancel an Accepted Order after it has been accepted by the Host and food preparation has begun.

7.3 Cancellation requests submitted after acceptance may be reviewed on a case-by-case basis by MakeADish and the relevant Host. Any refund, partial refund, credit or other resolution in those circumstances will depend on the facts, the stage of preparation, costs incurred, food safety considerations, evidence available and applicable law.

7.4 A refund after Host acceptance may be refused where:

- (a) food preparation has started;
- (b) ingredients have been purchased or reserved specifically for the Order;
- (c) the Host has reasonably relied on the Order;
- (d) the Customer changes their mind;
- (e) the Customer provided incorrect or incomplete information; or
- (f) the Order has already been made available for collection or delivery.

7.5 This clause does not affect any non-waivable consumer rights or any rights that may apply where an Order is not supplied, is misdescribed, is unsafe, is materially defective, or is otherwise not provided in accordance with applicable law.

8. Host Rejection or Host Cancellation

8.1 A full refund may be provided where:

- (a) the Host rejects the Order;
- (b) the Host cancels an Accepted Order;
- (c) the Host cannot fulfil the Order;

(d) payment was processed successfully but the Order was not accepted;

(e) the Customer does not receive the Order due to the Host's failure to fulfil it; or

(f) a duplicate payment was charged in error.

8.2 Where a Host cancels or cannot fulfil an Order, MakeADish may cancel the Order, process a refund, notify the Customer, and take any platform action it considers appropriate in accordance with platform policies and applicable law.

9. Refund Eligibility

9.1 Refunds are assessed on a case-by-case basis. A Customer may be eligible for a full refund, partial refund, platform credit, replacement, correction or other resolution depending on the circumstances.

9.2 A full or partial refund may be considered where:

(a) the wrong item was provided;

(b) significant items are missing from the Order;

(c) the food received is materially different from the description provided on the platform;

(d) the food arrives damaged or unsuitable for consumption;

(e) there is a verified food safety concern;

(f) the Order is substantially delayed and the delay is caused by the Host or by a platform process for which MakeADish is responsible;

(g) collection failure is caused by the Host, delivery failure is caused by the Host or a delivery arrangement within the responsibility of the Host, or another matter arises for which applicable law makes a refund or other remedy appropriate; or

(h) there is another significant issue with the Order that is supported by evidence.

9.3 The appropriate resolution may depend on factors including:

(a) the seriousness of the issue;

(b) whether the issue affected all or only part of the Order;

(c) whether the food was consumed before the issue was reported;

(d) whether the Customer provided evidence within the required timeframe;

(e) information provided by the Host;

(f) payment provider records;

(g) previous refund or dispute history; and

(h) applicable legal requirements.

10. Refund Request Time Limit

10.1 To be eligible for review, Customers must submit any refund request within 24 hours of the scheduled collection time or delivery time.

10.2 Refund requests submitted after this period may be declined where sufficient evidence is no longer available to investigate the issue fairly.

10.3 MakeADish may review a late request where there is a serious food safety issue, a legal obligation, suspected fraud, platform error, or another exceptional circumstance.

10.4 The 24-hour request period is intended to support prompt investigation of perishable food issues. It does not remove any statutory rights that cannot lawfully be limited.

11. How to Request a Refund

11.1 Customers should submit refund requests through the MakeADish platform, any in-app support function, order help page or other support process published on the platform. Customers may also contact MakeADish at enquiries@makeadish.co.uk, or any updated support contact published on the platform.

11.2 A refund request should include, where relevant:

(a) the Customer's name and account details;

(b) the Order number;

(c) the Host name;

(d) the scheduled collection or delivery time;

(e) a clear description of the issue;

(f) photographs or videos of the food, packaging, labels or order receipt;

(g) screenshots of relevant communications;

(h) details of any allergens, safety concern or missing item; and

(i) any other information reasonably requested by MakeADish.

11.3 Customers should preserve the food, packaging and order materials where safe and practical to do so until the issue has been reviewed. Customers should not consume food that appears unsafe or unsuitable for consumption.

12. Evidence and Investigation

12.1 MakeADish may investigate refund claims and disputes before deciding on a resolution.

12.2 As part of an investigation, MakeADish may:

(a) request supporting evidence from the Customer;

(b) notify the Host of the complaint or refund request;

(c) request information, evidence or clarification from the Host;

(d) review order details, platform messages, photographs, receipts, delivery records and payment records;

(e) consider the circumstances of both the Customer and the Host;

(f) consult with Stripe or another payment provider where needed; and

(g) take steps to prevent fraud, abuse, food safety risks or misuse of the platform.

12.3 Customers and Hosts are expected to cooperate with any investigation relating to a refund request, dispute, complaint or chargeback.

12.4 If a Customer or Host does not provide information reasonably requested by MakeADish, MakeADish may decide the request based on the evidence available.

13. Refunds Not Normally Available

13.1 Refunds will generally not be available where:

(a) the Customer changes their mind after the Order has been accepted;

(b) food preparation has already commenced;

- (c) the Customer fails to collect the Order at the agreed time;
- (d) delivery cannot be completed due to incorrect or incomplete information provided by the Customer;
- (e) the Customer is unavailable to receive the delivery at the agreed time;
- (f) the Customer is dissatisfied because of personal taste preferences where the food substantially matches the listing description;
- (g) the Customer has consumed all or substantially all of the food before reporting an issue;
- (h) the issue results from circumstances outside the reasonable control of the Host or MakeADish;
- (i) the Customer requests a refund outside the time limit and the issue can no longer be fairly investigated;
- (j) the Customer arranged directly with the Host outside the MakeADish platform; or
- (k) the request is fraudulent, abusive, unsupported or inconsistent with platform records.

13.2 This clause is subject to any rights available under applicable law.

14. Platform Service Fees

14.1 Platform Service Fees may be refundable where an Order is cancelled before Host acceptance, where a Host rejects or cancels an Order, where an Order cannot be fulfilled, or where applicable law requires a refund.

14.2 Platform Service Fees may not be refundable where an Accepted Order has been prepared or fulfilled, where the Customer cancels after preparation has started, or where the refund request is based on matters outside MakeADish's responsibility, unless MakeADish decides otherwise or applicable law requires otherwise.

14.3 Where a partial refund is provided, the Platform Service Fee charged by MakeADish will normally be refunded in the same proportion as the refunded portion of the Order value, unless the refund relates solely to a Customer change of mind, a Customer cancellation, incorrect or incomplete information provided by the Customer, failure by the Customer to collect or receive the Order, or another circumstance where this Policy states that Platform Service Fees are non-refundable.

14.4 For example, where 100% of the Order value is refunded, 100% of the applicable Platform Service Fee will normally be refunded. Where 50% of the Order value is refunded, 50% of the applicable Platform Service Fee will normally be refunded.

14.5 Where a refund is issued for a specific item within a multi-item Order, the Platform Service Fee attributable to that item may also be refunded proportionately, where reasonably practicable and appropriate in the circumstances.

14.6 Where a Customer cancels an Order after the Host has accepted the Order or after the Host has begun preparation, MakeADish may retain all or part of the Platform Service Fee to cover administrative, payment processing, platform and support costs, subject to applicable law.

14.7 MakeADish may determine the appropriate allocation of Platform Service Fees in partial refund situations, acting reasonably, having regard to the reason for the refund, the

stage of the Order, the evidence available, the responsibility of the Customer or Host, payment provider requirements and applicable consumer protection laws.

15. Delivery and Pickup Issues

15.1 For pickup orders, Customers must collect the Order at the agreed time and location. If a Customer fails to collect the Order, the Customer may not be eligible for a refund.

15.2 For delivery orders, Customers must provide complete and accurate delivery information and must be available to receive the Order at the delivery time or within the delivery window stated on the platform.

15.3 A refund may be refused where delivery fails because the Customer provided an incorrect address, incomplete delivery information, inaccessible premises, no response to delivery attempts, or instructions that could not reasonably be followed.

15.4 A refund may be considered where the delivery issue is caused by the Host, a delivery arrangement within the responsibility of the Host, or another matter for which applicable law makes a refund or other remedy necessary. MakeADish does not provide delivery services and does not engage third-party courier companies, unless MakeADish expressly states otherwise for a specific Order or service.

16. Food Safety, Allergens and Unsuitable Food

16.1 Customers should report any suspected food safety, hygiene, allergen, contamination or unsuitable food issue as soon as possible and, where possible, within 24 hours of the scheduled collection or delivery time.

16.2 If a Customer believes that food purchased through the platform may have caused illness, contamination, an allergic reaction, food poisoning, foreign object contamination or another food safety issue, the Customer should immediately stop consuming the food and contact MakeADish at enquiries@makeadish.co.uk or through any support channel published on the platform as soon as possible.

16.3 When reporting a food safety concern, Customers may be asked to provide:

(a) the Order number and Order details;

(b) the Host name;

(c) a description of the issue;

(d) photographs or videos of the food, packaging, labels, receipts, delivery materials or any foreign object, where applicable;

(e) details of any illness, allergic reaction, symptoms or medical treatment sought;

(f) timing information, including when the food was collected or delivered and when it was consumed;

(g) any relevant allergen, ingredient, dietary or food labelling information; and

(h) any other information reasonably requested to assist the investigation.

16.4 Customers should preserve the food, packaging, labels and other relevant materials where safe and practical to do so until the issue has been reviewed. Customers should not

consume food that appears unsafe, contaminated, unsuitable for consumption, mislabelled or inconsistent with allergen information provided on the platform.

16.5 Upon receiving a food safety complaint, MakeADish may take such steps as it considers appropriate, including:

- (a) acknowledging and recording the complaint;
- (b) contacting the relevant Host for information and response;
- (c) requesting supporting evidence from the Customer and Host;
- (d) reviewing Order details, platform communications, photographs, payment records and any other relevant information;
- (e) temporarily suspending the affected Listing, Order, product or Host account while the matter is investigated;
- (f) cancelling pending Orders where appropriate;
- (g) withholding, reversing, setting off or recovering payments where reasonably necessary;
- (h) issuing a full or partial refund, platform credit or other resolution where appropriate;
- (i) requiring corrective action by the Host; and

(j) taking enforcement action against the Host, including warnings, restrictions, suspension or permanent removal from the platform.

16.6 Hosts are required to cooperate fully with any food safety, allergen, hygiene, regulatory or consumer protection investigation and to provide accurate and timely information when requested. Failure to cooperate may result in suspension, restriction or termination of access to the platform, withholding of payments, cancellation of Listings or Orders, or other action under MakeADish's applicable terms and policies.

16.7 Where MakeADish reasonably believes that a food safety incident may present a risk to public health, involve suspected food contamination, food poisoning, allergen mislabelling, unsafe food, serious illness, foreign object contamination or another serious food safety concern, MakeADish may cooperate with relevant regulatory authorities and provide information where required or permitted by law.

16.8 This may include sharing relevant information with:

(a) the Host's local authority environmental health department;

(b) the relevant food safety regulator or enforcement authority;

(c) public health authorities where required by law;

(d) payment providers, insurers, professional advisers or service providers where necessary and lawful; and

(e) any other competent authority responsible for food safety, public health, consumer protection or law enforcement.

16.9 Customers experiencing a serious allergic reaction, severe illness, suspected food poisoning, breathing difficulties, anaphylaxis or any other medical emergency should seek immediate medical assistance and contact the appropriate emergency services before contacting MakeADish.

16.10 Nothing in this clause limits or excludes any rights that Customers may have under applicable consumer protection, food safety or other laws.

17. Host Responsibilities for Refunds

17.1 Hosts may be financially responsible for refunds, chargebacks, reversals, credits, fees, penalties or losses arising from:

- (a) Host cancellation;
- (b) failure to fulfil an Accepted Order;
- (c) incorrect, misleading or incomplete menu descriptions;
- (d) missing or incorrect items;
- (e) food safety, hygiene or allergen issues;
- (f) late, unavailable or defective orders;
- (g) breach of platform policies;

(h) fraud, misuse or suspicious activity; or

(i) any matter caused by the Host's acts or omissions.

17.2 MakeADish may deduct, withhold, reverse, set off or recover amounts payable to a Host where reasonably required to process refunds, manage chargebacks, recover platform losses, comply with law or enforce platform policies.

17.3 Hosts must not attempt to resolve platform refund requests by asking Customers to make off-platform payments, waive statutory rights, withdraw complaints, or accept unsafe or unsuitable food.

18. Payment Processing and Refund Timing

18.1 Payments and refunds are normally processed through Stripe or another payment provider used by MakeADish.

18.2 Approved refunds will normally be returned to the original payment method used for the transaction, unless MakeADish or the payment provider reasonably determines that another lawful method is required or appropriate.

18.3 Refund processing times may vary depending on Stripe, the Customer's payment provider, the Customer's bank or card issuer, currency conversion processes, fraud checks, weekends, public holidays and other payment processing factors.

18.4 MakeADish is not responsible for delays caused by the Customer's bank, card issuer or payment provider once MakeADish or Stripe has initiated the refund.

18.5 Payment provider fees, currency conversion fees and bank charges may be handled in accordance with the applicable payment provider terms and applicable law.

19. Chargebacks, Payment Disputes and Reversals

19.1 Customers should contact MakeADish first if they have an issue with an Order so that the issue can be investigated promptly.

19.2 If a Customer raises a chargeback, payment dispute or payment reversal with a bank, card issuer or payment provider, MakeADish may:

(a) suspend the internal refund review while the payment provider process is ongoing;

(b) provide transaction records, communications, order details and evidence to the payment provider;

(c) recover disputed amounts from the relevant Host where the issue relates to the Host's conduct, listing or fulfilment;

(d) restrict or suspend the Customer's or Host's account where misuse, fraud or abuse is suspected; and

(e) take any other action reasonably necessary to protect the platform and comply with payment provider requirements.

19.3 A Customer must not seek duplicate recovery by receiving both a platform refund and a chargeback or payment reversal for the same amount.

19.4 If a duplicate refund or reversal occurs, MakeADish may recover the duplicate amount or adjust the Customer's account, subject to applicable law.

20. Fraudulent or Abusive Refund Requests

20.1 MakeADish may refuse a refund, restrict platform access, suspend or terminate an account, withhold payments, report activity to payment providers, or take other appropriate action where it reasonably suspects fraudulent, abusive or repeated refund requests.

20.2 Examples of conduct that may be considered fraudulent or abusive include:

- (a) submitting false or misleading evidence;
- (b) repeatedly claiming non-receipt of orders despite delivery or collection evidence;
- (c) consuming food and then claiming the whole order was unusable without reasonable evidence;
- (d) making threats or abusive communications to Hosts or support staff;
- (e) using chargebacks to avoid payment for properly fulfilled Orders;
- (f) creating multiple accounts to obtain refunds or credits; or
- (g) colluding with a Host or third party to manipulate transactions.

20.3 This clause does not prevent Customers from raising genuine complaints or exercising legal rights.

21. Credits, Vouchers and Alternative Resolutions

21.1 MakeADish may offer a platform credit, voucher, replacement order, goodwill gesture or other alternative resolution where appropriate.

21.2 Customers are not required to accept a platform credit instead of a refund where applicable law gives them a right to a monetary refund.

21.3 Any platform credit or voucher may be subject to separate terms, expiry dates, eligibility rules and restrictions, which will be provided or made available when the credit or voucher is issued.

22. Consumer Rights and Cooling-Off

22.1 This Policy is intended to operate alongside applicable consumer protection laws and must not be read as excluding or restricting non-waivable consumer rights.

22.2 Food orders may involve perishable goods, customised preparation, time-sensitive delivery or services that begin shortly after ordering. Depending on the circumstances, statutory cancellation rights may not apply or may be limited once preparation or performance has begun.

22.3 Customers may still have rights where goods or services are not provided with reasonable care and skill, are not as described, are unsafe, are not supplied, or where applicable consumer protection law otherwise requires a remedy.

22.4 Customers with questions about their statutory rights may contact Citizens Advice, Trading Standards, a consumer advice service or an independent legal adviser.

23. Data, Privacy and Records

23.1 MakeADish may process personal data in connection with Orders, refunds, cancellations, disputes, chargebacks, food safety complaints, fraud prevention, payment processing and legal compliance.

23.2 Personal data processed for these purposes may include names, contact details, addresses, payment references, order details, support communications, photographs, platform messages, device and account information, and information provided by Customers or Hosts.

23.3 MakeADish may share relevant information with Hosts, Stripe, payment providers, fraud prevention tools, insurers, regulators, law enforcement, professional advisers and service providers where necessary and lawful. Where a delivery issue arises, MakeADish may also share relevant information with the Host responsible for the delivery or any person or service provider engaged by that Host, where necessary and lawful for the purposes of investigating the issue, resolving the dispute, protecting users or complying with legal obligations.

23.4 Further information about how MakeADish handles personal data should be set out in its Privacy Policy and Cookie Policy. If those policies are not yet published, MakeADish should publish them before or alongside this Policy.

23.5 MakeADish may retain records of refund requests, disputes and complaints for as long as reasonably necessary for customer support, accounting, fraud prevention, legal compliance, regulatory matters, dispute resolution and platform safety.

24. Confidentiality and Platform Communications

24.1 Customers and Hosts must not misuse confidential, private or commercially sensitive information obtained through the refund or dispute process.

24.2 MakeADish may monitor, access and use platform communications where reasonably necessary to operate the platform, investigate complaints, resolve disputes, prevent fraud, comply with legal obligations, or enforce platform policies.

24.3 Customers and Hosts must not publish private communications, personal data, payment details or confidential information of another user except where permitted by law.

25. Platform Content, Evidence and Intellectual Property

25.1 Customers and Hosts retain ownership of any content they own, including photographs, messages and descriptions they submit as part of a refund request or investigation.

25.2 By submitting evidence or communications through the platform or to MakeADish support, the submitting user grants MakeADish a licence to use, copy, store, review, disclose and rely on that material for the purposes of operating the platform, investigating the issue, resolving disputes, complying with law, enforcing platform policies and protecting users.

25.3 Hosts remain responsible for the accuracy of menu descriptions, photographs, pricing, availability, allergen information and other listing content they upload or provide.

26. Changes to this Policy

26.1 MakeADish may amend this Policy from time to time.

26.2 Any material changes will be published on the platform or otherwise notified in a reasonable manner.

26.3 The version of this Policy in effect at the time an Order is placed will normally apply to that Order, unless a change is required by law, payment provider rules, regulatory guidance, safety concerns or platform protection needs.

27. Suspension and Termination of Accounts

27.1 MakeADish may suspend, restrict or terminate a Customer or Host account where reasonably necessary due to suspected fraud, abusive refund activity, repeated disputes, safety concerns, breach of platform policies, payment issues, legal compliance concerns, or risk to other users or the platform.

27.2 Account suspension or termination does not affect any accrued rights, payment obligations, refund obligations, chargeback obligations, investigation duties or legal rights arising before suspension or termination.

28. Liability

28.1 Nothing in this Policy limits or excludes liability where it would be unlawful to do so, including liability for death or personal injury caused by negligence, fraud or fraudulent misrepresentation, or any liability that cannot be excluded under applicable law.

28.2 Subject to clause 28.1, MakeADish is not responsible for losses caused by a Host's independent acts or omissions, including food preparation, food quality, allergen information, hygiene compliance, menu descriptions, fulfilment failures or direct off-platform arrangements, except to the extent MakeADish is responsible under applicable law.

28.3 Subject to clause 28.1, MakeADish will not be responsible for payment delays caused by Stripe, banks, card issuers, payment networks or other third-party payment providers.

28.4 This Policy does not replace any separate limitation of liability provisions in MakeADish's platform terms, customer terms, host terms or other applicable terms.

29. Complaints and Support

29.1 Customers and Hosts may contact MakeADish about refunds, cancellations, disputes and complaints at enquiries@makeadish.co.uk, through the MakeADish platform, through any in-app support function, or through any other support channel published on the platform.

29.2 MakeADish may ask for additional information before responding to a complaint or refund request.

29.3 MakeADish will aim to review refund requests reasonably and promptly, but timing may depend on the complexity of the issue, availability of evidence, Host response, payment provider processes, food safety concerns and legal or regulatory requirements.

30. Governing Law and Disputes

30.1 This Policy is governed by the laws of England and Wales.

30.2 The courts of England and Wales will have jurisdiction over disputes relating to this Policy, except where applicable consumer protection laws give a Customer the right to bring proceedings in another UK jurisdiction or another forum that cannot lawfully be excluded.

30.3 Customers and Hosts are encouraged to contact MakeADish first so that disputes can be reviewed and, where possible, resolved without formal proceedings.