



A TALE OF TWO CHEFS

COOKING FOOD YOU WANT TO EAT

HELLO@TALEOFTWOCHEFS.COM / WWW.TALEOFTWOCHEFS.COM

Refunds and Cancellations

We understand that the unexpected happens. We will always do our best to accommodate changes in a way that honors both you and our organizational needs.

Food Quality

- Though we always cook our food with the freshest ingredients, we feel that it is our responsibility to ensure you receive quality food and food experiences.
- In the event you are dissatisfied with your purchase due to ingredient quality, contact us within 24 hours of receiving your order.

Returns and Replacements

- Due to the perishable nature of our product, we do not accept nor pick-up returns.
- We reserve the right to determine whether or not a refund and/or replacement is in order.
- We only offer one refund and/or replacement per consumer for the duration of services.

Wrong order delivered

- Our team works hard to ensure you get the right food delivered at your place.
- If the wrong order is delivered, simply contact us and let us know.
- We can make suitable changes in the transactions and provide the right food.

Cancellation of an Prepared Meals order

- We provide 75% refunds for Prepared Meals orders canceled prior to the order due date.
- We are unable to provide refunds for Prepared Meals orders after food has been purchased and/or prepared.
- Failure to cancel within established deadlines will may result in additional charges as determined by A Tale of Two Chefs.

Cancellation of Cooking Class reservations

- It is the responsibility of the client to notify A Tale of Two Chefs, in writing, should it become necessary to cancel a reservation.
- A minimum cancellation notice of 72 hours is required for both live and virtual cooking classes.
- Cooking Class cancellations are subject to a 10% cancellation fee.
- Failure to cancel within established deadlines will may result in additional charges as determined by A Tale of Two Chefs.

Cancellation of Epic Experiences events and reservations

- It is the responsibility of the client to notify A Tale of Two Chefs, in writing, should it become necessary to cancel an event or reservation.
- Epic Experiences cancellations are subject to a 10% cancellation fee.
- Cancellations received up to 14 days prior to an event will be refunded 50% of the required deposit.
- Cancellations received less than 14 days prior to an event will forfeit the entire required deposit.
- Failure to cancel within established deadlines will may result in additional charges as determined by A Tale of Two Chefs.

Only the management of A Tale of Two Chefs has the authority to disclaim this policy and offer or accept any refund and/or cancellation agreements.