



Avenues of the Caribbean Catering (AOC) Cancellation Policy

At Avenues of the Caribbean Catering (AOC), we are dedicated to providing exceptional service and meals that meet your needs. To ensure a seamless experience for both our team and customers, please review the following policy:

1. Order Placement Timeline

- **Standard Orders:** Orders must be placed at least **48 hours before** the desired pickup or delivery time.
- **Large Orders:** Orders for **larger quantities** (e.g., serving 51+ or more people) should be placed at least **7 business days in advance** to allow adequate preparation time.
- **Extra-Large Orders:** For significantly larger or more complex orders, AOC reserves the right to request additional notice. Customers will be informed of any adjusted timelines during the order inquiry process.

2. Cancellation Timeline

- **Orders Placed Within 48 Hours:** Orders placed **within 48 hours** before the scheduled pickup or delivery **cannot be canceled** and are non-refundable.
- **Standard & Large Orders (Placed 7+ Business Days in Advance):** Cancellations must be made within **72 hours of placing the order** to receive a full refund. Cancellations made after 72 hours are **non-refundable**.

3. Refunds and Fees

- **Full Refund:** Refunds are available only for cancellations made within the designated timeframes.
- **No Refund:** Orders canceled outside the specified timeframes will not be eligible for a refund due to the costs incurred for preparation.

4. How to Cancel

- To cancel your order, please contact us by phone or email with your order number and details.
- Cancellation requests received outside business hours (Friday to Sunday) will be processed on the next business day.

5. Special Circumstances

- AOC understands that unforeseen events may occur. Customers are encouraged to contact us directly to discuss any unique situations that may require special consideration.

By placing an order with AOC, you acknowledge and agree to this cancellation policy. We appreciate your understanding and cooperation and look forward to serving you!

For inquiries or assistance, please contact us at info@avenuesofthecaribbean.com