

## Terms & Conditions

Meals Plans can be order by using debit card / credit card option. Cash on delivery option will not be available. Customer need to avail the meals from the address **Nila Palace, Cheerancavu, Ezhukone, Kollam - 691505, Kerala** as on the selected date and time

Home delivery is not available. Customer has to provide Order confirmation details while availing the service

If buyer makes double payment for a single transaction, such amount will be refunded within seven working days. Bank transaction charges will be applicable (5% extra for every transaction)

Once the order is successful and amount is credited in our account, customer has to take the service from mentioned address on the date. Cancellation of order and refund of the paid amount will not be permitted. Meals selected at the time of ordering will not be allowed to change and no request to change the meals will be entertained.

Nila Palace reserves the right to refuse or cancel any order placed for a product. This shall be regardless of whether the order has been confirmed and/or payment levied. In the event the payment has been processed by [www.nilapalace.com](http://www.nilapalace.com) the same shall be credited to your account and duly notified to you by email.

In a credit card transaction, you must use your own credit card. The Nila Palace Will not be liable for any credit card fraud. The liability to use a card fraudulently will be on the user and the onus to "prove otherwise" shall be exclusively on the user.

The Nila Palace shall not be liable for any delay / non-delivery of purchased goods due to flood, fire, wars, acts of God or any cause that is beyond the control of the Nila Palace.

This agreement shall be construed in accordance with the applicable laws of India. The Courts at Kollam shall have exclusive jurisdiction in any disputes arising out or pertaining hereto.