

# **Refund Policy**

## **Gohan Biyori Online Store**

### **by EASTWEST EATS GROUP PLT**

Effective Date: June 24, 2025

This policy applies to all orders placed on or after June 24, 2025. The current refund policy remains in effect until this date.

Lot 763, Jalan 2c, Kampung Subang Baru,  
40150 Shah Alam, Selangor, Malaysia  
SSM: 202504001043 (LLP0042541-LGN)  
Email: [support@gohan-biyori.com](mailto:support@gohan-biyori.com)  
Phone: +60182502338  
Website: <https://store.gohan-biyori.com/>

## 1. Cancellation Eligibility

1. **Full Refund:** You may cancel your order before 12:00 AM Malaysia Time (MYT) on the scheduled delivery or pickup date to receive a full refund via the original payment method, as permitted under the Consumer Protection Act 1999.
2. **Coupon Code:** You may cancel your order between 12:00 AM and 10:00 AM Malaysia Time (MYT) on the scheduled delivery or pickup date to receive a coupon code, a digital voucher for future purchases.
3. Cancellations after 10:00 AM Malaysia Time (MYT) on the delivery or pickup date, or for orders already delivered, are not eligible for refunds or coupon codes.
4. This policy applies to all orders placed by all registered users. See Section 5 for details.

## 2. Cancellation Process

1. To cancel an order before 12:00 AM Malaysia Time (MYT) on the delivery or pickup date, cancel directly via the “My Account” section on <https://store.gohan-biyori.com/> using a desktop, tablet, or smartphone with a modern browser (e.g., Chrome, Safari, Firefox). A full refund will be processed automatically via the HitPay API, a secure payment processing system that facilitates transactions and refunds. For cancellations between 12:00 AM and 10:00 AM Malaysia Time (MYT), cancel via the “My Account” section and contact us via WhatsApp at +60182502338 with your Order ID (found in your order confirmation email) to request a coupon code. Customer support is available Monday–Friday, 9:00 AM–5:00 PM (MYT).
2. For cancellations before 12:00 AM (MYT), refunds are processed automatically within a maximum of refund processing period stated in 3.2. For cancellations between 12:00 AM and 10:00 AM (MYT), we will verify the cancellation and issue a coupon code within a maximum of 2 business days.
3. Ensure you provide accurate details for coupon requests, as we are not responsible for delays due to incorrect Order IDs or contact information.

## 3. Full Refund Details

1. **Value:** Refunds cover the full order value, excluding third-party transaction fees (e.g., HitPay fees for e-wallets, cards, or FPX), which are standard charges by payment processors not retained by us.
2. **Processing Periods** (via HitPay API):
  - E-wallets (e.g., TNG, GrabPay): Instant.
  - Cards (via Stripe): 3–5 business days.
  - FPX: 5–15 business days (manual processing).
3. Refunds are issued to the original payment method used for the order.

4. Contact support@gohan-biyori.com, WhatsApp +60182502338, or write to our mailing address (listed above) if you encounter issues with your refund. We aim to respond within 2 business days and resolve issues within 7 business days.

#### 4. Coupon Code Details

1. **Value:** The coupon code equals the full value of the canceled order, excluding third party transaction fees (e.g., HitPay fees), which are standard charges by payment processors not retained by us.
2. **Validity:** The coupon code is valid for 14 days from the date of issuance, unless otherwise stated. Expired codes cannot be redeemed or extended.
3. **Usage:**
  - Redeemable for any purchase on <https://store.gohan-biyori.com/>, including bento sets, or add-ons, subject to availability, via desktop, tablet, or smartphone browsers.
  - Only one coupon code may be used per order and cannot be combined with other discounts or promotions (e.g., corporate codes).
  - Non-transferable; only usable by the original customer who placed the canceled order.
  - If the coupon value exceeds the order amount (e.g., a RM50 coupon on a RM20 order), no refund or additional coupon will be provided for the remaining balance.
4. **Redemption:** Enter the coupon code at checkout on <https://store.gohan-biyori.com/>. Contact us via WhatsApp at +60182502338 or email at support@gohan-biyori.com for assistance.
5. **Non-Cashable:** Coupon codes have no cash value and cannot be exchanged for cash or refunded.

#### 5. Orders

1. Orders placed by all registered users are subject to the same cancellation eligibility and processes outlined in Sections 1–4.
2. For tailored assistance, contact customer support via WhatsApp at +60182502338, email at support@gohan-biyori.com, or mail to our address (listed above) during business hours (Monday–Friday, 9:00 AM–5:00 PM MYT).

## **6. Non-Eligible Orders**

1. Orders canceled after 10:00 AM Malaysia Time (MYT) on the delivery or pickup date, or those already delivered, or picked up, are not eligible for refunds or coupon codes.
2. Orders placed using invalid voucher codes, fake names, or incorrect item formats are not eligible, as per our Terms & Conditions.

## **7. Customer Support**

1. For questions or disputes regarding cancellations, refunds, or coupon codes, contact us via:
  - WhatsApp: +60182502338
  - Email: support@gohan-biyori.com
  - Address: Lot 763, Jalan 2c, Kampung Subang Baru, 40150 Shah Alam, Selangor, Malaysia
2. Customer support is available Monday–Friday, 9:00 AM–5:00 PM Malaysia Time (MYT). We will try our best to respond within 2 business days and resolve disputes within a maximum of 7 business days, in compliance with the Consumer Protection Act 1999.

## **8. Additional Information**

1. This Refund Policy is part of our Terms & Conditions, available at <https://store.gohan-biyori.com/>.
2. We may update this policy at our discretion. Changes will be posted on our website, and continued use of our service constitutes acceptance.
3. For details on how we handle your personal data during cancellations, refer to our Privacy Policy, linked in the footer of our website.
4. Our website is accessible on desktops, tablets, and smartphones via modern browsers (e.g., Chrome, Safari, Firefox), ensuring ease of use for cancellations and coupon redemption.
5. Under the Consumer Protection Act 1999, you have rights to fair and transparent refund processes. This policy ensures these rights are met. Consult a legal professional for specific advice.

## 9. Frequently Asked Questions (FAQ)

### 1. How do I cancel my order?

- Before 12:00 AM Malaysia Time (MYT) on the delivery or pickup date, cancel via your account on <https://store.gohan-biyori.com/> for an automatic refund.
- Between 12:00 AM and 10:00 AM MYT on the delivery or pickup date, cancel via your account and contact us via WhatsApp at +60182502338 with your Order ID for a coupon code.

### 2. When will I receive my refund?

- E-wallet refunds are instant, card refunds take 3–5 business days, and FPX refunds take 5–15 business days, processed automatically via the HitPay API.

### 3. How do I use my coupon code?

- Enter the code at checkout on <https://store.gohan-biyori.com/>. If the coupon value exceeds your order total, no refund or additional coupon is provided for the remaining balance.

### 4. What if I cannot access my account?

- Contact customer support via WhatsApp (+60182502338), email ([support@gohan-biyori.com](mailto:support@gohan-biyori.com)), or mail (address above) with your order details to verify your identity and process your cancellation.

### 5. What if my refund fails due to a payment method issue?

- Contact customer support to provide an alternative payment method or resolve the issue. We will process the refund within 7 business days of resolution.