

## **Refunds Policy – ADGM and United Arab Emirates**

### **Sauce Consumers**

Effective Date: 1 February 2021

Sauce Capital Operations LTD, a company limited by shares, registered in Abu Dhabi Global Market (“**ADGM**”) and its subsidiaries and affiliated companies, including Sauce Capital Holding LTD, Chew App LTD and Sauce Capital Investments SPV LTD (“**Sauce**,” “**we**,” “**us**,” or “**our**”) is committed to ensuring that you enjoy our products and treating you fairly in the unlikely event that you do not.

This Refunds Policy (“**Policy**”) explains how we deal with any issues that you may have in relation to our products and how we will provide refunds if you are not happy with our products or services.

- Your feedback is important to us. Please provide feedback on any of our products or services through the Chew app.
- If you are unhappy with any of our products that are delivered to you, please, if possible, take a photo of the issue showing why you are unhappy with it and send the photo to us through the Chew app. We will provide a refund in the form of credits to the full value of the relevant products through the Chew app providing that we are satisfied that your complaint is reasonable. If you continue to be unhappy with any of our products or services then we may issue a refund to your credit card or electronic payment channel.
- If you are unhappy with any of our products that are delivered to you and it is not possible for any reason to take a photo of the issue showing why you are unhappy with it, please report the issue to us through the Chew app and explain to us why you are unhappy with our products. We will provide a refund in the form of credits to the full value of the relevant products through the Chew app providing that we are satisfied that your complaint is reasonable. If you report issues in this way (and do not send us photos showing the issue) many more times than average for our customers then we may decline to offer refunds in future.

### **Contact Us**

If you have any questions or concerns relating to this Policy please contact us at: [app@saucecapital.co](mailto:app@saucecapital.co).