



PLAYMAN LOUNGE

Life is tasty.

RETURN POLICY · 14 SEPTEMBER 2026

This policy sits next to our Terms and Conditions. It explains when Play Man Lounge will replace food or give money back. It is the house policy, written for Accra customers, not a substitute for independent legal advice.

1. Cooked food we will not take back

Once a plate has been delivered or collected in good condition, we do not take it back. Fried rice, jollof, shawarma, pastry and drinks that have left the kitchen cannot be resold. A change of mind after the bag is packed is not a return.

2. When we will put it right

Call **+233 54 753 9942** in the same order window (12:00 PM – 11:00 PM) if:

- the bag is missing an item you paid for;
- you received the wrong dish;
- the food is spoiled, unsafe, or clearly not fit to eat;
- the rider never arrived and we still have your payment.

Keep the pack and a photo if you can. We will offer a replacement on the next run, or a refund of the affected lines.

3. How refunds are paid

Mobile-money refunds go back to the number that paid. Pay-on-delivery orders that were never handed over are simply not collected. We do not keep a cash till at the hub for walk-in refunds on ordinary days, because the hub is a delivery kitchen unless an event is booked.

4. Partial bags

If one item in a mixed bag is wrong and the rest is fine, we refund or replace that line, not the whole ticket, unless the whole bag is unsafe.

5. Events

Booked events are agreed separately. Deposits and cancellations for a private booking are not covered by this cooked-food return policy. Call the kitchen to settle an event.

6. How to reach us

Phone first. If you cannot get through, email **amoahinfotech@gmail.com** with your name, the order time, and what went wrong. Name the ticket number from your receipt if you have one (it looks like PML-XXXX).

Last updated 14 September 2026. The Return Policy linked on the website at the time you place the order is the copy that applies to that order.

Nikoi Olai Street, off Amarofo Avenue · Kaneshie, Accra

12:00 PM – 11:00 PM, Mondays to Sundays

+233 54 753 9942

amoahinfotech@gmail.com

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