

## Refund Cancellation Policy

- **Online Orders, Toast, GrubHub, UberEats or Doordash**  
Orders Must Cancel with a minimum of 25 Minutes before the order is due. If the order has already been made, 10% of the subtotal will be charged to the customer's card and the rest will be refunded.
- **Website Pre Orders** must be canceled with a minimum of 8 hours before the order is ready for pick up/Delivery. If the order is canceled with less advance notice a 10% of the subtotal will be charged to the customer's card and the rest will be refunded.
- **Catering Orders** must be canceled with a minimum of 18 hours before the order is due. If the order is canceled with less advanced notice a 10% of the subtotal will be charged to the customer's card and the rest will be refunded.
- **Delivery orders**  
If any items are incorrect or you have received the wrong order Please contact us immediately for a refund or a replacement order.
- Dissatisfaction towards a purchase item, We're happy to Re-Make or exchange for something else if the meal is less than 20% consumed.
- Any Damage orders qualify for a refund or a Remake of those items.
- **Undelivered orders** qualify for a full refund only if the driver has not met company standards such as trying to contact the customer, Waiting for 5 minutes before departing. A refund will not be issued if a picture is provided by the dasher showing proof that the order was indeed delivered.
- Any orders that don't end up getting picked up by the end of the day will be counted as abandonment and will not be refunded.