

THAI ORCHID REFUND POLICY

(DINE-IN, TAKEOUT, ONLINE, and DELIVERY ORDER)

To provide the best customer satisfaction, we provide the following solutions. Feel free to contact us if you have any questions regarding the Return & Refund Policy by email. For an immediate response, please call the restaurant or your third party delivery company. The preparation of your order can begin immediately after your order has been confirmed. We cannot accept cancellations once your order has been confirmed by the restaurant. **Please call our delivery partners directly for any issues.**

***FOOD ORDER ERRORS**

If you receive food that is different from your receipt of purchase, we sincerely apologize. Please call us or your third party delivery company as soon as you notice that there was an error with your order. You may come to pick-up the correct food items.

For credit card payments, you will be refunded the sales price amount associated with the error and recharged for the new items price. For cash payments, you will be asked to pay the difference of the balance if the new food has a greater value than the food received in error. Call our delivery partners directly to process your refund.

Your order will be priority if you come to pick it up. Except for delivery, **please return the food order in the original container(s) to our host within 2 hours.**

***FOOD ORDER INCOMPLETE**

In the rare occasion that you do not receive food that is on your receipt, we will make it up to you. Please call us or your third- party delivery service as soon as possible as you notice the food items are not received in your order. You may cancel the missed food before we prepare it without any question, and **we will refund any missing item (not the entire ticket amount) to a credit card or store credit.** Call delivery partner directly to process your refund for any missing item.

We do provide courtesy items such as disposable utensils. As per request, all other condiments will be provided. If we mistakenly omit a free courtesy item you are welcome to let us know so we may address the issue to our staff. However, we cannot provide discounts, refunds or store credit.

***FOOD DISSATISFACTION**

We cook our food fresh to order with only the finest and freshest ingredients. We take great care and pride in all of the dishes we make. Refunds and / or replacement food are available upon request for orders in which the food is wrong, omitted and other similar circumstances. **Refunds are not provided for food that a guest simply does not like.**

***CANCEL ORDER**

We cannot cancel, refund or give credit if you change your mind or mistakenly order an item after the order is prepared. We cannot provide any refund or credit for non-food items or beverages.

***Order Cancelled by Delivery Partner**

It's possible your delivery partner might cancel the delivery if they're unable to find or reach you. When they arrive at your delivery address, they're prompted to contact you so it's a good idea to keep your phone nearby when you are expecting the food to arrive. If a delivery partner made a reasonable effort to contact you after arriving at your requested location, you may not be eligible for a refund.

***COMPLIMENTARY FOOD**

We cannot provide a refund or cash value on any promotion/complimentary food.

***NOTE**

As a private business, it is the right of the restaurant to deny or refuse service to any customer for any reason. If a customer abuses any of the Return & Refund Policy, we will not be able to conduct future business with the customer.

We strive to prepare and package our pick up items to preserve the high quality of the food. Keep in mind the temperature and consistency of some items may vary slightly after being packaged or delivered.

If 25% or more of the food has been consumed or removed, we cannot issue any discount, refund or credit. If the food has been discarded, repackaged or tampered with and we cannot verify its origin or issue, we cannot issue any discount, refund or credit. Also, we will only prepare a second food order in all situations. We will not prepare a third order replacement.