

# **Govinda Restaurant Disclosure Statement**

To ensure the best customer satisfaction, we offer the following solutions. Feel free to contact us in case of any queries regarding the Return & Refund Policy by emailing us at the restaurant. For immediate response, please call at the restaurant. Preparation of your order can begin right away after your order has been confirmed. We cannot acknowledge cancellations once your order has been confirmed with the restaurant.

## **Food Order Errors**

If you receive food that is different from your receipt, we sincerely apologise. Please call us or your third-party delivery company as soon as you notice that there was a mistake in your order. You may come to pick up the correct food item.

For credit card payments, you will be refunded the sales price amount linked 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. In the same way, you will receive the difference of the balance back as credit for the new item if less than the food received in error. In some cases, we may offer you a store credit.

Your order will be priority if you come to pick it up. In all cases, please return the food order in the original container to our host.

## **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 you notice that any food items were not received in your order. You may cancel the missed food before we prepare it without any question, and we will refund the amount to a credit card or we will refund you with a store credit.

## **Food Dissatisfaction**

We cook our food fresh with only the finest and freshest ingredients. We take great care and pride in all of the dishes we make. Please call us immediately if you receive unsatisfactory food caused by a dislike or objects in the food. We will need the food returned in the original container so we may investigate and deal with the issue. We will prepare you a new food order. If you do not wish to receive a new dish, we may refund the amount to a credit card or we will refund you with a store credit only after

we receive the food in the original container and have confirmed the error to the discretion of the manager on duty.

## Cancel Order

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

## Order Cancelled 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're 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

Sorry, we cannot provide a refund or cash value on any complimentary food.

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, regrettably, will not be able to carry out future business with the customer so that we may continue to provide exceptional and supreme quality food and service to you and our other magnificent and frequent clientele.

Please note: we strive to prepare and package our pick up items to preserve the high quality of the food. Keep in mind the temperature, sauce, and consistency of some items may vary slightly after being packaged.

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