

Online Pickup Order Policy

Order Accuracy

All customers are responsible for reviewing their order details before submitting payment. Once an order is placed, it is immediately prepared by our kitchen unless it was scheduled for a later time.

Payment Authorization

By placing an order through our online checkout, the customer confirms that:

- All information provided is accurate,
- They are the authorized cardholder, and
- They approve the transaction for the amount shown.

Pickup Verification

For all pickup orders, customers must provide the correct **name**, **order number**, or **phone number**. Then show staff your **ID** and **payment card** at pickup counter. Staff will only release the order after verifying this information. This helps us verify identity and prevent fraud to protect both our customers and our business.

Refunds & Cancellations

Because food is prepared fresh immediately, please call right after ordering if an order needs to be cancelled. **All completed pickup orders are final and non-refundable** once they have been picked up.

Orders Not Picked Up

If an order is not picked up, the customer must contact the restaurant within **20 minutes** of the scheduled pickup time. Unclaimed orders will not be refunded.

Chargebacks & Disputes

If a chargeback is filed for an order that was successfully picked up, we will provide:

- Order receipt
- Payment authorization records
- Pickup verification logs
- Staff confirmation
- Security footage

This helps confirm the order was fulfilled properly.

Contact

If you have any questions about your order, please contact us directly at:
919-957-2211