

## REFUND/RETURN POLICY

To provide the best customer satisfaction, we provide the following solutions. If you have any questions regarding the Return & Refund Policy please call our cafe at 315-261-4371. Preparation of your order can begin immediately after your order has been confirmed. We cannot accept cancellations once your order has been confirmed with the cafe.

### Food Order Errors

\*If you receive food that is different from your receipt, we sincerely apologize. Please call us at 315-261-4371 as soon as you notice that there was an error in your order. We will prepare the correct food item for you that you may come to pick up. If you prefer to keep the food item, you will be refunded any difference in sales price associated with the error.

### 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 at 315-261-4371 as soon as you notice that any food items were not received in your order. We will prepare the food item for you that you may come to pick up. If you prefer to cancel the missed food item before we prepare we will refund you.

### Food Dissatisfaction

\*We prepare our food to order with the freshest ingredients. We take great care and pride in all of the dishes we make. Please call us immediately at 315-261-4371 if you receive unsatisfactory food caused by a dislike or objects in the food. We will need the food returned in the original container(s) 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 will refund you after we receive the food in the original container(s) and have confirmed the error to the discretion of cafe manager.