

Delivery & Return / Cancellation Policy

Order delivery to address indicated by the Customer (Delivery)

The customer may select the field “Delivery” so as to place an order, which will be delivered to the address indicated by them (provided that any of the “Restaurant's Name” stores delivers to that address).

The time required to deliver an order may range from 20 to 55 minutes after an order is submitted and accepted by the store. The aforementioned time frame is indicative, and may occasionally differ from the delivery time displayed on the Website. Furthermore, the display of time frames aims to better serve and facilitate the user, and are by no means binding for “Restaurant's Name”.

“Restaurant's Name” bears no responsibility in the case where it is not possible – for any reason – for an order to be delivered within the aforementioned time frame.

The Customer shall be present on the delivery point, indicated by them during the ordering process, at the appointed time so as to receive their order. In the case where the Customer is not present on the delivery point and/or reachable for more than 5 minutes, the store reserves the right to cancel the Order. In this case the Customer cannot withdraw or ask for replacement/cancellation of their order.

Receive Order from the Store (Pick-up)

The Customer may select the field “Take Away” so as to place an Order, which will be immediately received by them from the selected “Restaurant's Name” store.

To “immediately receive” is defined as the reception of the Order by the Customer within a timeframe of 30 minutes after the Order is submitted and accepted by the store.

Return Policy

In any of the following cases:

- (a) inconsistency between the Order and the products delivered
- (b) the quality of delivered products is compromised, the Customer has the right to claim the equivalent of the order in kind (e.g., replacement of the products or a discount coupon for their next order).

In the aforementioned cases, and when the order is to be delivered to an address selected by the Customer (Delivery), the Customer shall contact the store immediately, either via email at info@restaurantsname.com, or by calling the store, in order to report the incident, receive confirmation and get informed about the compensation in kind.

Accordingly, in cases where the order is to be received by the Customer themselves (Take Away), the Customer shall inform the store manager at the time they receive the order, in order to get informed about the terms and conditions applying to the compensation in kind.

Cancellation Policy

Before completing the payment process and the submission of their order, the Customer has the ability to cancel their Order, by removing quantities of products from their basket. In cases where the Customer has completed submitting their Order, they can cancel the order only by phone calling the store and only if (a) the Order is not yet processed & (b) a commercial document is not issued.

In case of order cancellation, for which credit card is chosen as a payment method, the charge will be cancelled after phone calling the store manager.

In case where an order cannot be processed due to extreme workload, power outage, technical issue, bad weather conditions or other force major reasons, the Customer is informed by phone and their order is cancelled.