

## NEW YORK J & P PIZZA REFUND POLICY

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.

### Wrong Food

If you get food that is different from your receipt, we sincerely apologize. Please call us as soon as you notice that you received the wrong food. You may come to pick up or ask us to redeliver. **For credit card payments**, we will void the last transaction of your credit card charge and recharge it for the new dollar amount. **For cash payments**, you will be asked to pay the differences of the balance if the new food has a greater value than the wrong food. In the same way, you will receive the difference of balance back if the new food has less value than the wrong food. 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 wrong food in the original container(s)\* to our host or driver to avoid an additional charge.*

### Missed Food

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 as soon as you notice that we missed any food items in your order. You may come to pick up or ask us to redeliver. 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. No cash refunds.

*Your order will be priority if you come to pick it up.*

Please note: if we missed an item on the day of purchase please notified us immediately. We cannot refund or fix the issue if you wait 24-48 hours after you purchase the food. It has to be the day of your receipt.

### Bad Food

We cook our food fresh to order with only the finest and freshest, USDA certified 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 uncared delivering, bad packaging. We will need the food returned in the original container(s)\* so we may investigate and deal with the issue. We will prepare new dishes and make sure they're the best. You may come to pick up or ask us to redeliver. 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(s)\* and have confirmed the error to the discretion of the manager on duty. You may drop off the food or we can come pick it up from you. No cash refunds. In some cases, we may offer you a store credit in the dollar amount of the returned food.

Please note: we strive to prepare and package our pick-up and delivery 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 order pick up or delivery items to your discretion.

*Your order will be priority if you come to pick it up. In all cases, please return the wrong food in the original container(s)\* to carry out or driver to avoid an additional charge.*

### Dislike The Food

We understand that some things aren't for everyone and welcome feedback from our customers. We offer a diverse selection and would love for you to come back and try something new. In some cases we may offer a small courtesy discount for your next visit or we may offer for you to exchange your dish\* for an item of equal or lesser value in lieu of a refund. We will need the food returned in the original container(s)\* so we may confirm our preparation was correct. In the case of exchanged food, you may come to pick up the food or we can put your new order in our delivery queue with a standard delivery charge and in accordance with our redeliver policy below.

## **Delivery Delay**

We understand that everyone is hungry when they call us and we promise we're trying our best to get the food to you as quickly as we can! In the rare occasion something can occur out of our hands that delays our drivers -- we sincerely apologize if this occurs. If your delivery order has been exceedingly delayed, we will provide a 20% discount to your order.

## **Return / Cancel**

Sorry, we cannot cancel, refund or give store credit if you change your mind or mistakenly order an item after the order is prepared. You may receive a small courtesy discount in some cases. We cannot provide any refund or store credit for non-food items or beverages. Please contact us for more information.

## **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 unfortunately will not be able to conduct future business with the customer so that we may continue to provide excellent and quality food and service for you and our other wonderful and frequent patrons.

- 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.
- Redeliver policy. If your original order was received via delivery, we can redeliver to the same address only. We will send out the corrected food as quickly as possible but cannot guarantee an exact delivery time. We cannot provide refunds on the original delivery charge or driver tips. No additional delivery fees will incur. Our drivers strive to provide great customer service, but please direct any questions or concerns to the manager on duty by calling the restaurant.
- In the occasion that we need to come pick up an item from you, we will send out a delivery driver to your location within our limited delivery area from the restaurant. Drivers will be sent when there are no additional orders in delivery queue and as such may occur up to 30 min after open restaurant hours. No additional delivery fees will incur. To receive any discount, refund or store credit the food must be returned in its original container(s). Our drivers strive to provide great customer service, but please direct any questions or concerns to the manager on duty by calling the restaurant.