

REFUND POLICY

(WALK-IN/CALL IN CUSTOMERS, THAI HOUSE 2 DIRECT ON-LINE ORDERS, AND THIRD-PARTY DELIVERY ORDERS)

Last modified on June 25, 2021

To provide the best customer satisfaction, we provide the following solutions. Feel free to contact us by sending an email to the restaurant if you have any questions regarding our Refund Policy. If you ordered thru a third party delivery company of your choice, please contact the delivery company directly.

Preparation of your order can begin immediately after your order has been confirmed.

Cancellation of Food Orders:

- We cannot accept cancellations once your order has been confirmed by the restaurant.
- We cannot cancel, if you change your mind or mistakenly order an item after the order is prepared.

Delivery Cancellation by Delivery Service Provider:

- It's possible your delivery partner might cancel the delivery if they're unable to find or reach you.
- Please contact the delivery company directly to resolve delivery concerns/issues.

Food Order Errors or Incomplete:

- If you receive food that is different from your receipt, we sincerely apologize.
- If you picked up the food directly from our restaurant, please call us as soon as you notice that there was an error in your order so we can coordinate the correction. Please return the incorrect food order in the original container(s)* to our host and pick up the correct food item.
- If you ordered through a delivery company, please contact your third-party delivery company as soon as you notice that there was an error in your order.

Refunds:

- No cash refunds on credit purchases.
- We cannot refund if you change your mind or mistakenly order an item after the order is prepared.
- We cannot refund if your food is cold due to late pick up.
- We can refund your orders if our staff made the mistake when placing your order at the restaurant.
- Refunds are not provided for food that a guest simply does not like.
- Please note, we do provide courtesy items such as disposable flatware, however, we cannot provide discounts, refunds for missing courtesy items.

Food Dissatisfaction:

We cook our food fresh to order with only the finest and freshest ingredients. We take great care and pride in all of the dishes we make. Refunds are not provided for food that a guest simply does not like.

Spice Level:

We offer a choice of spice levels (Medium, Hot, and Thai Hot) but spice can be different for everyone. We suggest that you take caution and choose a lower spice level if you are not certain because you can add spice in, but can't take it out! You may also choose or identify "No Spice" for non-curry items. We do not offer discounts or refunds for a preferred different spice level, but please let us know if you'd like us to add a side of ground chili or chili sauce for you.

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.

Changes to our Refund Policy

We may modify or update this Policy from time to time to reflect the changes in our business and practices, so you should review this Policy periodically. When we change this Policy in a material manner, we will so indicate by updating the "last modified" date in the heading of this Policy.