

# RETURN & REFUND POLICY

## **Incomplete Order**

If you do not receive food that is listed on your receipt, please contact My Place Pizza Restaurant as soon as you discover that any food items are not included in your order. You may pick up the missed items. You may cancel the missed food before we prepare it, and we will refund the amount to a credit card or give restaurant credit toward your next order. No cash refunds will be provided.

Missed items will only be replaced on the day of purchase. We will not refund or provide the missed items or items if you contact us more than 12 hours from the time specified on your receipt.

## **Incorrect Order**

If you receive food that is different than as listed on your receipt, please contact My Place Pizza Restaurant as soon as you discover that you have received an incorrect order. You may pick up the correct order. For credit card payments, we will void the last transaction of your credit card charge and place a new order for the new amount. We may, at our discretion, adjust the original transaction if applicable. For cash payments, you will be asked to pay the difference of the balance due if the correct order has a greater value than the incorrect order. If the correct order has less value than the correct order, you will receive cash back of the difference.

Do not return any original food.

## **Refund / Cancellation**

No cancellations, refunds or restaurant credit will be given if you change your order or mistakenly order an item after your order has been placed.