

Our Terms & Conditions

Delivery Orders

We aim to deliver all orders within 0>90 Minutes from receiving your online order, this is subject to how busy we are at the time of the order request. On weekends 'Friday & Saturday', delivery times may increase to get to you within 0 >120 Minutes on some occasions.

Please be aware of this before ordering any online orders. All orders are subject to our max delivery time of 0 > 120 Minutes with the aim we get to you as fast as possible unless a desired time is stated on the order.

Once we accept an order, you must ensure you are available (present at the address) to receive it, if you are not when we attempt to deliver to you, you will be subject to paying a part of the goods value and waive your rights to any complaint/cancellation/refund policies.

- Our drivers will always attempt multiple times to reach connection with you to get the order delivered, should they not be successful within sufficient time of waiting. You will lose your order. No remakes of the order will be produced subject to Greco Grill's discretion.

Cancellation Orders

An order may only be cancelled if preparation has not been started. Subject to Greco Grill's discretion.

Returns Policy

No RETURNS are accepted.

Refund Policy

We aim to serve you with the highest standard from Greco Grill. Should your order not meet your expectations then we may issue a 1: Part Refund, 2: Full Refund, 3: Credit Forward.

Should you wish to make a complaint, please contact us within 30 Minutes of receiving your order and ask to speak to the manager. Each complaint is considered and evaluated on its merit.

Ways to reach us;

director.grecogrill@googlemail.com – Main Email Address

01420 489907 – Main Premises Telephone Number

Greco Grill – Facebook

Any Complaint / Refund will be handled at the discretion of Greco Grill.

Please allow up to 24 Hours for refunds to be completed.

Delivery Charges Extended

<u>Area</u>	<u>Delivery Charge</u>	<u>Minimum Order</u>
0 – 1 Miles	£1.00	£15.00
1 – 3 Miles	£3.00	£15.00
3 – 5 Miles	£5.00	£25.00

Please be aware that although we attempt to accept and fulfil all orders we receive, there is some orders we cannot complete, should your order be rejected, please contact us to discuss / arrange alternative methods. So, we can try our best to serve your requirements.

PAYMENTS

Orders placed using our online ordering system (www.greco-grill.co.uk) are subject to payment of the total value of order at the final payment screen.

Orders that are placed and NOT ACCEPTED / PROCESSED no funds will be taken, however please be aware the funds will show as a pending payment until your bank provider removes this payment, so if not successful please be aware that your funds may be inaccessible until this process is complete.

Greco Grill value our local community and strive to give consistent excellent service to all our customers.

We want all our customers to feel satisfied and have a great experience here with us and continue our journey of providing great tasting “Greek cuisine” prepared for you.

We thank all of you for your custom and support.

GRECO GRILL TEAM