

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 Policy by calling the restaurant. For immediate response, please call the restaurant. Thank you so much!

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 exchange the food at our restaurant any time as your convenience, For credit card payments, we will void the last transaction of your credit card charged 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. please return the wrong food in the original container(s) to our staff 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 get store credit for the next visit. 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. Please note: we do provide courtesy items such as disposable silverware, chopsticks, etc. when requested for free. If we mistakenly omit a free courtesy item you are welcome to let us know so we may address the issue with our staff, however we cannot provide discounts, refunds or store credit. Your missed items will be priority if you come to pick it up.

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 or strange objects in the food. We will need the food returned in the original container(s) so we may investigate and deal with the issue. We will prepare for you new dishes and make sure they're the best. You may come to pick up your new dish at store, 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 received 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 at any time. 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 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 items to your discretion. In all cases, please return the wrong food in the original container(s) to our staff 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 at the store.

Spice Level

We offer a choice of spice level (1* to 4****) but spice can be different for everyone. We usually suggest that you are on the side of caution and choose a lower spice level because you can add spice in, but can't take it out! 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, chili sauce or Sriracha for you. (additional charge may apply for extra) 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 staff to avoid an additional charge.

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.

Complimentary Food

Sorry, we cannot provide a refund or cash value or substitution items 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.

**In all cases,
Please return the wrong food
in the original container(s) and
Receipt to our store for refund
or store credit.**