

Delivery Policy

Delivery Policy After you place your order, its immediately sent to the restaurant and queued into our dispatch system. Once this happens, cancelling it can be more disastrous. So unfortunately, we cant accommodate cancellations once an order is placed. However, if you need to change your order and you contact us within 15 minutes, we may be able to catch order in time. We recommend calling us right away with any order change requests, and well do our best to make it happen. We know how important your meal is to you, and we do everything in our power to get your order right the first time. But sometimes people make mistakes, and sometimes those mistakes result in a botched order. Fortunately, youre dealing with people who value customers more than anything, even more than food. And we LOVE food So if theres any problem with your order, contact us within 30 minutes after delivery and well make it right. If something wasnt right, well do our best to make it right. Thats our promise to you. Feel free to contact us at helloatthainabox.com.au if you have any enquiries regarding the policy.