

**What This Does:** This template provides a professional, customizable refund policy for your restaurant. Fill in the blanks to match your business rules, then share with staff and display for customers. A clear refund policy protects your business and sets customer expectations.

## Restaurant Information

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**Restaurant Name:** \_\_\_\_\_

**Effective Date:** \_\_\_\_/\_\_\_\_/\_\_\_\_ (MM/DD/YYYY)

**Policy Last Updated:** \_\_\_\_/\_\_\_\_/\_\_\_\_ (MM/DD/YYYY)

## 1. Dine-In Refund Policy

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If you are dissatisfied with your meal while dining in, please notify your server immediately. We will (check all that apply):

- ☐ Replace the item with the same dish prepared correctly
- ☐ Substitute with a different menu item of equal or lesser value
- ☐ Remove the item from your bill
- ☐ Provide a credit for a future visit

**Time Limit:** Complaints must be made within \_\_\_\_\_ minutes of receiving the food. Items more than \_\_\_\_\_% consumed are not eligible for refunds.

## 2. Takeout & Delivery Refund Policy

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For takeout and delivery orders, contact us within \_\_\_\_\_ hours of your order.

**We will provide refunds or replacements for:**

- ☐ Missing items from your order
- ☐ Incorrect items received
- ☐ Food quality issues (spoiled, undercooked, contaminated)
- ☐ Orders significantly delayed beyond estimated time

**We do NOT provide refunds for:**

- ☐ Change of mind after ordering
- ☐ Incorrect address provided by customer
- ☐ Delivery issues caused by third-party services (unless we can recover the cost)
- ☐ Orders placed more than \_\_\_\_\_ days ago

### 3. Online & Phone Order Cancellations

Cancellation Timing	Refund Amount
Before kitchen begins preparation	100% refund
After preparation has started	_____% refund
After food has left the restaurant	No refund

### 4. Catering & Large Orders

For catering and large orders over \$\_\_\_\_\_:

Cancellation Notice	Refund Policy
More than _____ days before event	Full refund minus _____% deposit
_____ to _____ days before event	_____% refund
Less than _____ days before event	No refund / Store credit only

### 5. Gift Cards & Promotional Credits

- ☐ Gift cards are non-refundable and cannot be exchanged for cash
- ☐ Promotional credits expire \_\_\_\_\_ days from issue date
- ☐ Lost or stolen gift cards: ☐ Will be replaced with proof of purchase ☐ Will not be replaced
- ☐ Gift card balances can be checked at \_\_\_\_\_ (website or phone)

### 6. How to Request a Refund

**Step 1:** Contact us using one of these methods:

Phone: (\_\_\_\_\_) \_\_\_\_\_-\_\_\_\_\_

Email: \_\_\_\_\_

In Person: \_\_\_\_\_ (address)

**Step 2:** Provide your order details (receipt, order number, date, items)

**Step 3:** Explain the issue clearly

**Step 4:** We will respond within \_\_\_\_\_ hours

## 7. Refund Processing Times

Payment Method	Refund Timeline
Cash	Immediate (in person)
Credit/Debit Card	5-10 business days
Third-Party Apps (DoorDash, Uber Eats, etc.)	Contact the app directly
Store Credit	Immediate

## 8. Manager Discretion

Management reserves the right to make exceptions to this policy on a case-by-case basis. Our goal is customer satisfaction while maintaining fair business practices.

**Disclaimer:** This template is provided by Restaurant Profit Systems as a general guide only. Consult with a legal professional to ensure your refund policy complies with local, state, and federal regulations. Restaurant Profit Systems is not responsible for any legal issues arising from the use of this template. Your refund policy should be posted visibly in your establishment and/or on your website.

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Owner/Manager Signature

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Date