

Restaurant Refund Policy

At The Coachman, customer satisfaction is our top priority. We strive to always provide high-quality food and excellent service. If you are not completely satisfied with your order, we are here to help.

Refund Eligibility

Refunds may be issued in the following situations:

- The food was incorrect, missing, or significantly different from what was ordered.
- The food was delivered spoiled or unsafe to eat.
- The customer notified us of the issue within a reasonable time (typically within 1 hour for dine-in/takeout, or upon delivery).

Non-Refundable Situations

Refunds will not be issued for:

- Food that was prepared correctly but not to personal taste.
- Orders where a significant portion has already been consumed.
- Complaints made after a long delay with no opportunity for inspection or correction.

How to Request a Refund

To request a refund, please contact us at [Phone Number] or [Email Address], or speak with a manager on duty. Include:

- Your name and contact info
- Date and time of your visit or order
- A brief description of the issue
- A photo of the food, if possible (for delivery orders)

We may offer a full refund, partial refund, store credit, or replacement meal depending on the situation.

Refund Method

Approved refunds will be issued back to the original payment method within 3–5 business days. Cash refunds are only available for in-person cash payments.

Thank you for dining with us, and we appreciate the opportunity to make things right.