



DELIVERY ON DEMAND

T&C's

These T&C's apply to the delivery service provided by Positano Restaurant Sdn Bhd while ordering customers are bound by our terms and conditions.

- DELIVERY IS FREE.
- Minimum order for delivery depends on the zone, postal code and specific town or area, according to the schedule below.
- Please refer to the estimated delivery time below.

Area of Delivery	Minimum order	Maximum delivery time
ZONE 1		
Mont Kiara/Desa Sri Hartamas Dutamas/Segambut/Bukit Tunku Taman Duta/Bukit Damansara	No minimum order	1 hour
ZONE 2		
Kuala Lumpur/Brickfields/Bangsar Taman Tun Dr Ismail/Desa ParkCity Kepong/Sentul/Setapak/Titiwangsa	RM 30	1 hour 15 mins
ZONE 3		
Setiawangsa/Wangsa Maju/Batu Caves/Damansara/Petaling Jaya Salak South/Maluri/Pudu	RM 75	1 hour 25 mins
ZONE 4		
Ampang/Pandan Indah/Cheras Sungai Besi/Sri Petaling/Bukit Jalil Puchong/Subang/Sungai Buloh Selayang	RM 100	1 hour 35 mins
ZONE 5		
Hulu Langat/Bandar Mahkota Cheras Putrajaya/Selangor/Kota Kemuning/Shah Alam/Kuang	RM 150	1 hour 45 mins
ZONE 6		
Meru/Setia Alam/Klang/Cyberjaya Kajang	RM 175	2 hours

ORDERING METHOD & DELIVERY TIME

- If you don't order the minimum order for free delivery, a delivery charge will be imposed upon you to make up the difference, so that the minimum order is achieved.
- The time to delivery starts from the time you and one of our service staff ends your order call or WhatsApp conversation after verifying your order and agreeing on payment mode.
- The numbers to call 03 6411 3799 or WhatsApp 01 0400 6944.
- Delivery service is available from 11am-8pm daily.
- Maximum delivery time is as per the chart above. If we are late due to our own fault, your order will be free.
- If you have made advance payment, we will refund you in full. However, in case of any vehicular breakdown (not ours) or traffic jam or accident or bad weather conditions or other unforeseen circumstances that are beyond our control, we shall not be held responsible for the delay.

PAYMENT METHOD & PAYMENT DETAILS

- Payments for orders less than RM100 can be made via cash-on-delivery, Bank Transfer, or DuitNow. For orders above RM100 payment needs to be made strictly via Bank Transfer and DuitNow only.
- For payment via Bank Transfer and DuitNow, please send us a screenshot of the transaction approval as proof of payment via WhatsApp Messenger to 01 0400 6944. Orders will only be processed after the receipt of the proof of payment.
- There is strictly no refund, change or cancellation of orders once your order has been confirmed or payment has been made.
- In the event that the mode of payment is via cash-on-delivery and there is no response from the customer after trying to contact the customer for 15 minutes after arrival and payment is not able to be collected at the point of delivery, cash-on-delivery terms will no longer be extended to that particular phone number or address and the customer will have to pay the full price of the items ordered once contactable.
- An SST of 6% will be collected on top of the order value. No service charge will apply to delivery orders.

ORDERING IN ADVANCE

- Delivery orders can be placed up to 3 days in advance.
- All food items are subject to availability and Positano Restaurant Sdn Bhd has full rights to withdraw or amend any items that have been ordered with your prior approval due to unavailability of any food items.
- We do accept orders above RM300 for delivery. We just require 24 hours-notice and full payment in advance via Bank Transfer.

FOOD CONSUMPTION

All food items are best consumed within 2 hours upon delivery of food. Positano Restaurant Sdn Bhd will not be held responsible if any food complaint is made more than 2 hours from the time of delivery.

OTHER TERMS & CONDITIONS

Food images are for illustration purposes only. Images may differ accordingly.

Positano Restaurant Sdn Bhd reserves the right to amend these delivery terms and conditions without prior notice. Positano Restaurant Sdn Bhd also reserves the right to change all prices, promotions, offers and products without prior notice.