



TAPAO/TAKEAWAY

T&C's

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

APPLICABLE DISCOUNTS

- Customers will enjoy a 15% discount off our ala carte pricing for Tapao/Takeaway. No minimum orders apply.

ORDERING METHOD

- The numbers to call to make an order are 03 6411 3799 and/or 010 400 694. Both numbers accept WhatsApp calls as well. You may also place your order at our counter if you choose to walk in.
- If you are driving/riding, collection of orders can be made in your car/bike at the front of our restaurant at Publika G3 (outside the mall – you can stop your car in front of our stand-alone restaurant every day from 11.30am-9:30 pm. You may also walk-in to our restaurant to place your Tapao/Takeaway orders as well.

PAYMENT METHOD & PAYMENT DETAILS.

- Payment can be made via cash-on-delivery, credit card (Mastercard/Visa/American Express/Diners) or Bank Transfer. For payment via Bank Transfer please send us a screenshot or the transaction approval as proof of payment via WhatsApp to the number you called to place your order. Orders will only be processed after the receipt of the proof of payment. Credit cards will be swiped at your car. For cash, we will have the exact change for you.
- For orders between RM 0 to RM 150 we will require 30 mins advance notice, for orders between RM 150- RM 300, we will require 1-hour advance notice, for orders between RM 300- RM 500 we will require 2 hours advance notice, for orders between RM500- RM800 we will require 3 hours advance notice.
- Please contact us directly at 6235 8010 or 9111 4908 for orders above RM800.
- There is strictly no refund, change or cancellation of orders once an order has been confirmed or payment has been made.
- In the event that the mode of payment is via cash-on-delivery and the customer does not turn up to collect the items and there is no response from the customer after trying to contact the customer, cash-on-delivery terms will no longer be extended to that particular phone number and the customer will have to pay the full price of the items ordered once contactable.
- No service charge will apply to self-collection orders.

OTHER TERMS & CONDITIONS

- Tapao/Takeaway 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 customer's prior approval due to unavailability of any food items.
- Food images are for illustration purposes only. Images may differ accordingly.
- All food items are best consumed within 2 hours upon collection 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 collection.
- Positano Restaurant Sdn Bhd reserves the right to amend the terms and conditions without prior notice. Positano Restaurant Pte Sdn Bhd also reserves the right to change all prices, promotions, offers and products without prior notice.