

EllaRay's Café Policies

At EllaRay's Café, we strive to provide a delightful experience for our valued customers. To ensure smooth transactions and customer satisfaction, we have established the following refund and exchange policy:

1. Refunds and Exchanges:

- We regret to inform you that we do not offer refunds. However, exchanges may be considered within 72 hours of the original purchase on a case-by-case basis.
- To initiate an exchange, customers must present a valid receipt along with the product in question.
- Exchange approval is contingent upon the condition of the product and the circumstances surrounding the request.

2. Catering Order Cancellation and Refunds:

- Catering order cancellations must be made at least 48 hours before the scheduled event.
- Refunds for catering orders are based on a case-by-case basis, with options for partial or full refunds based on management approval.

3. Made-to-Order Fried Foods:

- Please be aware that all our fried foods are made to order. This commitment to freshness ensures a high-quality experience.
- Due to the made-to-order nature of our fried foods, there is a 15–20-minute wait time for preparation. During peak hours, this wait time may extend, and we appreciate your patience.

4. Customer Responsibilities:

- Customers are responsible for checking receipts for accuracy at the time of ordering.
- We kindly ask customers to inspect their order bags for any missing items before leaving the premises.
- Any discrepancies should be reported immediately to our staff for prompt resolution.

5. Ensuring a Wonderful Experience:

- Your satisfaction is our priority, and we encourage you to communicate any concerns or feedback with our team.
- We value your patronage and are committed to making your EllaRay's Café experience memorable.

We appreciate your understanding and cooperation in adhering to these policies.

Thank you for choosing EllaRay's Café