



# ONLINE ORDERING POLICIES

**EMPIRE BURGERS + BREW** operates an **ONLINE ORDERING** menu located at [empireburgerbar.com](http://empireburgerbar.com) from which you may preorder and purchase food items. To provide the best customer satisfaction, we provide the following solutions. Feel free to contact us if you have any questions regarding our policies. For immediate response, please call the restaurant.

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## **WRONG ORDER**

Our management team ensures that you receive the correct food upon your arrival. However, if for any reason you receive the wrong items, you can simply contact us and let us know. We can make suitable changes in the transactions and provide you with the correct items.

## **MISSING ITEMS**

In the rare occasion that you do not receive food that is on your receipt, please call us immediately. You may come to pick up the missing item or cancel it without any question, and we will refund the amount to your credit card.

## **SATISFACTION QUARANTEE**

Though we always cook our food with the freshest ingredients, we understand that some things aren't for everyone and welcome feedback from our customers. We offer a diverse selection and would love for you to come back and try something new. If you are unsatisfied with the quality of your food, please call us and let us know. We will do our best to take care of the inconvenience and provide you suitable refunds. In some cases we may offer a courtesy discount for your next visit.

## **CANCELLATION POLICY**

Sorry, we cannot cancel, refund or give credit if you change your mind or mistakenly order an item after the order is placed due to our quick turnaround time. You may receive a small courtesy discount in some cases. Please contact us for more information.

## **DISCLAIMER**

As a private business, it is the right of the restaurant to deny or refuse service to any customer for any reason. If a customer abuses any of our above policies we unfortunately will not be able to conduct future business with the customer so that we may continue to provide quality food and service to our other patrons.

## **CONTACT**

Email: [will@empireburgerbar.com](mailto:will@empireburgerbar.com)

Call: (630)355-9000

Address: 48 W. Chicago Avenue, Naperville, IL 60540