



GENERAL TERMS AND CONDITIONS

Order Confirmation

Online orders are not confirmed unless confirmed by us through phone or email. If you do not hear from us after 48 hours from order date, please contact us at 016 - 9279919. Confirmation of your fax booking will be made via the telephone. If you do not hear from us 3 days before the function date. Kindly contact us at 016 - 9279919.

Payment

Payments must be made either in cash or cheque upon delivery of food. For cheque payments, please make the cheque payable to 'Origin Taste Cateres'.

For cash payment, customer is required to request for a signed/initialed receipt of payment upon delivery of food by our staff. Origin Taste will not entertain any dispute of payment unless proof of payment can be furnished.

Cancellation Policy

Customer agree to compensate Origin Taste 30% of the total buffet costs if customer cancel the order less than three (3) working days from the event date.

Customer agrees to compensate Origin Taste 100% of the total buffet cost if customer cancel the order less than one(1) working day from the event date, ie. no refund allowed.

CATERING BUFFET SERVICE

- a) Please place order at least 5 days in advance.
- b) Any change in menu after confirmation must be made within 3 days notice.
- c) Substitution of dishes –
 - You may substitute dishes of the same value
(Example: Sweet & Sout Fish Fillet with Butter Milk Fish Fillet)
 - You may change up to a maximum of 3 dishes.
 - Ala Carte pricing is applicable if additional dish is added.
- d) We reserve the right to replace any item with another of equivalent value depending on availability.



PACKED AND DELIVERED SERVICE

- a) Minimum number per order is applicable.
- b) Full payment by cash or cheque is required upon food delivery.
- c) Any changes to dishes ordered must be made one (3) working day in advance.
- d) Customer agree to notify Origin Taste 3 working day in advance for any cancellation otherwise 30% of the food order may be charged.

LIABILITY AND LOST OF EQUIPMENT

Once customer takes possessions of rental equipment (canopy, table, chairs and utensils and others) Customer is solely responsible and liable for any lost or stolen, damaged, broken of equipment and compensate to Origin.