

Privacy Policy

Peppercorn Thai recognises the importance of your privacy and treats personal information provided to us with respect and integrity. We comply with the National Privacy Principles contained in the Privacy Act 1988.

Kindly note that when using this website or by ordering or registering with us, you consent to the collection, use and disclosure of your personal information but only in accordance with this Policy.

Collection

Peppercorn Thai collects personal information from a wide variety of sources including this website, during telephone calls and directly from our customers. The type of personal information collected will depend upon what dealings you may have with us.

Online Payment

We only accept online payment by providing your credit card details during checkout on our secure site. We will process your order payment using your credit card details for the value printed on the tax invoice we provide with your delivery. All transactions are sold and processed in Australian dollars (AUD). We accept both Visa and Mastercard and PayPal on this secure site

Delivery Policy

Peppercorn Thai take great care with delivering your orders. Please ensure the address you have supplied is correct as redelivery will incur a fee and more time for delivery. We are unable to accept responsibility for non delivery if you have supplied the incorrect address and time.

REFUNDS

If you change your mind after you did your online payment please let us know as soon as, Once the food has been cooked, no refund or exchange will be given. If you did not love your meal then please let us know. We will replace or refund your order and make sure that your next experience with us is a great one! Please be aware that while we do everything from our end to complete this refund as soon as possible, we will not refund the food that had been eaten without the reasonable cause. It may take up to 5 business days for the refund to be processed, depending on your financial institution and the transaction type (ie Credit card, Paypal).