

Terms & Conditions

Thainabox Merrylands

ABN: 47 612 989 438

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Refund Policy

We have a satisfaction guaranteed policy. If you are not satisfied with a particular item, please let us know and we will refund payment in respect thereof. Refunds are however only applicable if there is a fault or error with your order and you inform us by 9pm on the day your order is collected. process a return, please contact us by email at hello@thainabox.com.au or phone 1300 920 920. If you choose to phone after hours, please leave as an email and we will get back in touch.

Delivery Policy

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

Estimated time of delivery and pickup can be seen when placing an order, along with suburbs available for delivery. No delivery is available outside of these boundaries for online ordering. Online ordering and delivery is subject to the store trading hours that may change from time to time. This takes into account the time to process an order.

After you place your order, it is automatically sent to the restaurant and queued into our dispatch system. Cancellation or change of submitted orders will not be possible unless you have contacted us on 1300 920 920 within 15 minutes of placing your order. If you have received an incorrect item in your delivery, please call us immediately and we will replace it. Incorrect food items will need to be returned to the driver, which will later be disposed. Please feel free to contact us at hello@thainabox.com.au if you have any questions regarding this policy.