

Quattro's Italian Restaurant

14 Water Street

Guilford, CT 06437

203-453-6575

quattrositalianrestaurant@gmail.com

Terms of Service and Fulfillment Policy for Online Ordering

Quattro's Italian Restaurant (Quattro's) is a restaurant business located at 14 Water Street in Guilford, CT. Quattro's is primarily a sit-down Italian restaurant and wine bar that also offers take-out and delivery services. These services were created, and are administered, by Quattro's itself and not by a third-party ordering service. Any third-party offering delivery or take-out from Quattro's is doing so without permission from the restaurant. Quattro's is not responsible for the fulfillment of any such order.

Quattro's delivery and take-out service is accessed via an online ordering platform on its website www.quattrositalian.com created on the Wix platform. Wix maintains the platform and partners with Stripe for payment processing. Customer data is stored by Wix.com and Stripe, not by Quattro's itself, by consent of the customer according to those platforms policies. You can view the privacy policy of Stripe payment processing here: <https://stripe.com/privacy>. If you have entered your data to save for ease of future online orders, you can request that this data is deleted by contacting Quattro's who will initiate the request with Wix. Wix's full privacy policy can be found here: <https://www.wix.com/about/privacy>.

When an order is created and submitted via online ordering, it is immediately moved to "accepted" status. If for any reason the customer did not want to proceed with the order, they can call Quattro's at 203-453-6575 and can ask for it to be cancelled. Quattro's maintains the right to refuse to cancel this order if the food is already being cooked or is out for delivery. Quattro's reserves the right to cancel a customer's order for any reason; examples may include technology issues, order volume, or out of stock items, and will issue a full refund in that event.

Quattro's lists a minimum delivery estimate on each online order at the time of the order checkout. If the delivery arrives past this estimated time, the customer can call the restaurant and ask for a refund. Quattro's reserves the right to refuse a refund if there is a dispute on the time of arrival or any other circumstance outside of the restaurant's control (i.e. detours, act of nature, blocked roads, etc) that prevented an on-time delivery. A refund can only be approved by Luis Rojas, owner of Quattro's, and not by another employee. If a refund is agreed, allow 7-10 days for the refund to be issued by the financial institution as processed by Stripe.

Quattro's may, without prior notice, change the menu or pricing; stop providing the delivery or take-out services, change fulfillment terms; or create limits for the services. We may permanently or temporarily terminate or suspend access to the services without notice and liability for any reason, or for no reason.