**General terms**

* Lah Koh sells a wide range of predominantly Asian dishes as well as beverages both alcoholic and non-alcoholic.
* Payments for takeaways happen upon placing an order. On occasion we may take payments over the phone, take cash payments or bring card machines to you. In store sales are made at the end of meal or at the start of the meal if ordering through kiosk. We also may take payment by link using the services of one of our payment providers Adyen.
* We also sell via third parties such as Deliveroo, Uber and JustEat.
* We may process payments online using Dojo or Adyen as our payment provider.

**Your delivery information**

* Customers are able to request timeslots for their deliveries prior to placing the order.
* Products delivered within the UK.

**Your refund and cancellation policy**

The refund policy must explain:

* Lah Koh does not offer refunds for food that has already been made or delivered unless we consider something to be wrong with it. We enforce this at our own discretion.
* For a customer to cancel an order they must inform us at least three hours prior to their order time. We may still however refund customers in any case – however at our own discretion.
* To ask for a refund, please contact us on 01722433551 or email us at [hello@lahkoh.co.uk](mailto:hello@lahkoh.co.uk).

**Contact information**

* Vasco Restaurant Ltd, 17-19 Fisherton Street, Salisbury, SP27SU, Wiltshire, UK.
* Phone number 01722433551