

Return Policy

TBHVA Co.
The Brew House
Straight Outta Philly

The UN food & Agricultural Organization estimates that 1/3 of all food produced is wasted (not consumed). Our goal is always customer service & satisfaction. However, we are highly focused on minimizing our carbon footprint and being a restaurant that is environmentally responsible. To manage both goals we've developed a fair return policy that honors errors made by the restaurant, yet still minimizes unnecessary & costly waste. We use fresh ingredients, and most menu items are made from scratch. With the rise of the cost of goods & labor it is our goal minimize unnecessary & costly waste, without legitimate reason.

General & Errors

Food cannot be cancelled once the food has begun to be made by Kitchen, for any reason. Unless the ticket time in the kitchen has exceeded 50 minutes. If time is of the essence food can be packaged to-go. Preparation of orders will begin once the order has been submitted and received to the kitchen. We cannot accept cancellations once your order has been received and submitted to the kitchen or confirmed through the restaurant or third-party ordering platform. In the instance that errors occur from 3rd party ordering platforms, cancellations must be made through the 3rd party site. Request for refunds or remakes should be swift.

Policy – Cannot be cancelled for any reason unless the ticket time on the KDS has exceeded 50 minutes. Customers cancelling orders that have begun production under 50 minutes must pay for the meals in full. Meals with 50 minutes+ ticket times on KDS screens may be granted a 10% discount.

Policy - If the meal has been eaten or partially eaten, or mostly eaten, error or not a refund will not be issued. If a meal has been consumed, yet a legitimate restaurant error had occurred. 10% may be taken off the item.

Policy – If a bonafide restaurant error has occurred **OPTION 1**- it shall be handled as a re-make of the same item with a 10% discount from the item. If the remake is to be for a different item other than what was originally ordered the original item must be paid for in with a max discount of 25% and the new item must be paid in full, with a max discount of 10%. **OPTION 2**- If the item has not been consumed remove it from the bill in its entirety and return the errored item to the kitchen.

In all cases, please return the food order, in the original container(s), to our store and cannot be more than 10% consumed. If the food has been consumed (more than 10%), discarded, repackaged, or tampered with then we cannot verify its origins or issues and cannot issue discounts, refunds, or store credit. Refunds, if issued, will be given in the manner received. We cannot apply discounts, comps, coupons, after the transaction has been completed. We cannot offer cash refunds or cash payouts for discounts, comps, coupons, etc. Depending on the circumstance, and if deemed legitimate, we may issue store credits or discounts. Any item being returned or remade must be turned into the kitchen. Customers may keep any item that they are paying for, even discounted items.

Food Preference vs. Unsatisfactory

We offer unique menu items, fresh ingredients cooked to order, and made from scratch ingredients. Our menus make accurate representation of the finished product. All menu items have been created and group tested for satisfactory results. Items that make the menu have been done with tact. Personal preference or opinions of signature dishes are not reasons for refund. Refunds, remakes, rejected dishes must have legitimate and factual reasons. If the dish is made out of representation, or out of recipe and standards, then the dish could be deemed as unsatisfactory. In this case the reason should be specific and true.

Policy – Dish was made out of representation / incorrectly A.K.A – Bonafide Restaurant error If a Bonafide restaurant error has occurred **OPTION 1-** it shall be handled as a re-make of the same item with a 10% discount from the item. If the remake is to be for a different item other than what was originally ordered the original item must be paid for in with a max discount of 25% and the new item must be paid in full, with a max discount of 10%. **OPTION 2-** If the item has not been consumed remove it from the bill in its entirety and return the errored item to the kitchen.

Policy – Dish is rejected based on personal preferences but made correctly as represented by the menu. The original item must be paid for in its entirety. If a customer chooses to order a replacement. Both meals may receive a 10% discount.

Policy – any modified items (excluding simple “hold please”) will not be refunded or discounted. Customer modified items will be sold as is. The Brew House cannot be held responsible for making items that are not listed on the menu where the staff hasn’t been trained nor proper process has been established. Such “on the fly” dishes are at customer’s risk.

Food Order Incomplete

In the instance an order is incomplete or missing items that are on the receipt, we will remake or refund or credit such items.

Customer Errors

If you receive food that is different from your order or your receipt, we sincerely apologize. Please make your server, hostess, or a manager aware ASAP. Please present the food to this person for remake if it made incorrectly. We cannot issue refunds in the instance that food has begun to be made and you change your mind on the order or failed to see what the menu item was.

Each dish, recipe, & assembly of items is specific to the brand and is listed as “our” product for sale. These items are not meant to altered outside of the allowed menu alterations. These menu items have been designed, procedures established, and staff trained on how to make each item. However, we will alter menu items by request within reason. These items, once modified or altered, cannot be returned for any reason. We can no longer guarantee quality, time, texture, or taste.

Policy – No refunds shall be issued based on not reading the menu descriptions.

Policy – any modified items (excluding simple “hold please”) will not be refunded or discounted. Customer modified items will be sold as is. The Brew House cannot be held responsible for making items that are not listed on the menu where the staff hasn’t been trained nor proper process has been established. Such “on the fly” dishes are at customer’s risk.

Policy – No issues will be given for customers who have taken someone else’s food. The servers will announce the meal and customers encouraged to remember what they ordered.

Alcohol Beverages

All alcohol beverages listed on the menus are made repeatedly **by a recipe**. Alcohol, unless spoiled/ soured/ made out of recipe/ or otherwise tainted, (bonafide error) is nonrefundable for any reason. Preference and opinions are not reasons. The perception of the “strength” of a drink is not a legitimate reason. Additional shots can be added to any drink for a fee to remedy such opinions. All drinks that increase in alcohol content must increase in price (per VA ABC). Alcohol, once taking to go or delivered cannot be refund for any reason.

Meat Temperatures

Meats are cooked to TBH & industry standards and not to any other interpretation of such standards. **Meats are cooked to temperatures and temperatures cannot be determined visually**. Meats arrive at various colors to the facility. If seeking a visual and not temperature, such instructions should be made clear at ordering. The instrument for determining a meat temperature will always be a THERMOMETER. Items are temped before leaving the kitchen. Any returns of temperature meats will be determined by a re-temping (though this method will become unreliable with time) . We cannot guarantee the quality of certain meats when cooked to high temperatures. Due to the nature of some foods and beef products, cooking to temperatures of well done could create charring. This is not a reason for return. A remake will be issued if the temperature of the meat is legit incorrect.

Policy – if item is at incorrect temperature per an instrument, then the item shall be remade.

Policy – items cannot be remade, discounted, comped based on a color or pigmenting of a particular meat as meats naturally vary in color. Temperatures however are a consistent and reliable method of gauging a temperature.

Red Meats (w/ 3minutes rest) Rare: 120°–125° / Medium Rare: 130°–135° / Medium: 140°–145° / Medium Well: 150°–155° / Well Done: 160°–165°

Seafood (whole or filet) 145° (can be ordered undercooked by request)

Chicken 165° (cannot be ordered under cooked)

Custom / Modified Orders

Each dish, recipe, & assembly of items is specific to the brand and is listed as “our” product for sale. These items are not meant to altered outside of the allowed menu alterations. These menu items have been designed, procedures established, and staff trained on how to make each item. However, we will alter menu items by request within reason. These items, once modified or altered, cannot be returned for any reason. We can no longer guarantee quality, time, texture, or taste.

Delivery

We cannot cancel an order once received by the kitchen or is out for delivery. Delivery times can vary greatly, and the online order estimates may not always be an accurate account. Proper instructions and addresses should be given. Remakes and refunds will not be issued for incorrect or incomplete address information. Policy is subject to 3rd party ordering platforms and not TBH policy. We cannot guarantee the integrity of foods for take out and delivery. In the instance that errors occur from 3rd party ordering platforms, cancellations must be made through the 3rd party site.

Pick Up Orders / Online / Call Ins

We strive to prepare, package, & preserve our pickup orders as best as possible. To help insure this please pick-up take-out orders promptly. Please arrive at the scheduled time at the scheduled place. Late arrivals will not be a basis for refunds, exchanges, or remakes. Customers are urged to order carefully. When ordering online choose the correct location that you intend to pick up your food. We are not responsible for errors made by customers who call in or select the wrong location online. When calling in the order, we will announce the location and then confirm the pickup location once the ordering process is complete. When ordering online you will be prompted to choose the location. As each facility is separate food establishment, it cannot be paid at one location and made at another. Under no circumstances will a refund be issued, exchanges, remakes, credits be issued if a customer orders from the wrong location.

Policy – Orders will not be refunded or remade because they were ordered from the wrong facility.

Policy – Orders will not be refunded or remade because of the time frame the order waited for pick-up.

Service Fees

A service fee of 20% will be applied to all covers for parties 8 or more. This rule shall not be broken even though tickets are paid separately. Guest with parties 25 or more may be subject to a facility convenience fee Of 50-150 depending on the number of guests, with or without a reservation.

Grey Zone

In the absence of policy or on special circumstances beyond the permission granted to staff & management a submission of incident must be recorded to be given to escalation for resolution. Resolve shall take no more than 24 hours. Most outcome result in a e-gift card.

Repeat Returns

Customers with excessive complaints, returns & discounts may be placed on a list where no more discounts or remakes shall be granted or in some instances banned from the facility for a time frame. We reserve the right to refuse service to anyone who is rude, aggressive, intoxicated, violent, threatening violence, being boisterous, uncontrollable. We also reserve the right to refuse customers based on online reviews and harassment. If a customer has left a bad review and later dines in, we ask for a revised review.

For more information, please contact connect@tbhvaco.com

Questions to ask for returns.

Has a bonafide restaurant error occur?

If yes, what is the error?

If the complaint Fact or Opinion?

Have all steps to minimize food waste been considered?