

Voucher Purchase Terms and Conditions

1. Order Processing:

After successfully placing an order for a voucher, payment must be processed. Paper vouchers will be sent within a maximum of 72 hours after receiving payment confirmation. Electronic vouchers will be sent to the specified email address within 48 hours. Please note that vouchers are not sent on weekends or public holidays.

2. Voucher Delivery:

A. Paper Vouchers:

- Sent to the InPost parcel locker designated by the buyer
- Available for pick-up at Rozbrat 20 restaurant

B. Electronic Vouchers:

- Will be delivered directly to the email address provided during purchase. Please ensure the email address is correct.

3. Payment Confirmation:

Vouchers will only be sent after successful receipt and processing of payment. In case of any discrepancies with the payment, we will contact you to resolve the issue before processing the order.

4. Responsibility:

Rozbrat 20 restaurant is not responsible for delivery delays caused by factors beyond its control, such as failures in delivery systems or incorrect address information provided by the customer.

5. Return Policy:

Vouchers purchased from our restaurant are non-refundable and non-exchangeable. Please make purchases carefully.

6. Lost or Damaged Vouchers:

The restaurant is not responsible for lost or damaged vouchers after they have been sent to the purchaser. The responsibility for storing the vouchers rests with the purchaser.

7. Acceptance of Terms:

The purchase of a voucher constitutes acceptance of the above conditions and the voucher redemption terms and conditions.

8. Contact Information:

If you have any questions regarding the purchase or delivery of vouchers, please contact us via email. Our team is at your disposal.