

FREQUENTLY ASKED QUESTIONS ABOUT GIARDINI 2U

WHEN DO YOU DELIVER?

Right now we will be delivering between 5:00 pm and 9:00 pm on Tuesdays – Saturdays. These are the days when the restaurant is open. Depending on demand, this could be subject to change. Check back often.

WHERE DO YOU DELIVER?

To start out, we have defined a specific delivery map that includes Tryon Equestrian Center, Overmountain Winery and many locations in Tryon, Columbus and Mill Spring. Click on the link to our Delivery site and enter your address and it will immediately tell you if your address is on our current map. Be sure to enter the specific address that will be recognized by Google maps. If, perchance, you have reason to believe it would be prudent for us to add your specific address, please contact us by email and we will consider the viability of it.

HOW DO I PLACE AN ORDER?

All orders are placed and paid for online and we are not set up to take delivery orders over the phone.

1. On your Computer: you can click on our website homepage at the bottom where there is a button for Delivery. This will take you to our separate and secure site that is just for online ordering and delivery (called orderstart.com). It is simple and easy to follow the process from ordering through to check out.

2. On your Cellphone or Tablet: you can download our App (**Giardini 2U**) from either the Apple Store or the Android Market for free. This makes it really fast and easy to view the entire online ordering site on your mobile devices. Trying to navigate through the website on your phone without the App will be more challenging.

DO I HAVE TO CREATE AN ACCOUNT IN ORDER TO PLACE AN ONLINE ORDER?

No, that is not necessary for placing an order. But there are lots of advantages to creating an account. First, is the great time-saving ease when you re-order the next time. Second, is that there are rewards to having an account. Everytime you order, you accumulate points for placing an order, and eventually you can order free food by using those accumulated points. Who says there's no free lunch?! Plus the system keeps a record of all your orders so its easy to remember your favorite meals the next time.

WHEN SHOULD I PLACE MY ORDER? CAN I ORDER IN ADVANCE?

You can order anytime day or night! And you can designate when you would like your order delivered in advance. Your requested delivery time will not always be exact. If you place an order when we are closed or not open for delivery, the system will automatically place your order for the next earliest available delivery time and date unless you indicate differently. If you want to order this evening for delivery this evening, there may be up to (*but not necessarily*) a two-hour difference between your requested time and the time we are able to deliver. Be sure to leave a cell phone number to call or text as we will always notify you of the exact delivery time once we receive your order.

HOW DO I PAY FOR MY ORDER?

All orders are placed online and all orders are paid for online at the time they are placed. Our secure system accepts MC, Visa, AmEx and Discover. Your order will include the cost of the food you ordered, NC & Polk Co. sales tax, plus the designated delivery fee for that location. It will also include an automatic 15% gratuity which is for packing up the order for delivery and for the tip for the driver for time and gas. There is never a need to have an exchange of cash when the delivery arrives.

DO I HAVE TO BE HOME WHEN YOU DELIVER?

We will not be held responsible for your food if you are not home to receive it when it is delivered. Please do not order warm items from the Dinner Entrée or Lunch for Dinner menus if you will not be home to receive them and enjoy them immediately. However, if you choose, you can leave a well insulated cooler and ice packs on your front doorstep (*and include written instructions when you place your online order*), and we will leave your order securely in the cooler. We hope you will never leave food there longer than for three hours. We will not leave food at the doorstep in just its delivery bag if nobody is home. And we will not refund your order once we have notified you of the delivery time.