



Available upon request:

At 1000 North, we are dedicated to providing high-quality food and exceptional service. We take great care in preparing each dish to meet our standards, and while we do not generally offer refunds for food or beverages that were correctly prepared, we understand that unexpected issues may arise.

When Refunds May Be Issued:

We will consider refunds in the following situations:

- **Food Preparation Errors:** If a dish contains a significant error (e.g., undercooked meat, missing key ingredients, or improper preparation that affects the dish's quality).
- **Allergy or Dietary Concerns:** If a dish is prepared incorrectly despite an allergy or dietary restriction being clearly communicated to our staff.
- **Severe Quality Issues:** If the food is inedible due to an error on our part.

Refunds will be issued at our discretion and may be provided as a full or partial refund, depending on the situation.

When Refunds Are Not Issued:

- **Personal Taste Preferences:** We cannot offer refunds simply because a guest did not enjoy a dish that was prepared correctly. However, we are happy to make recommendations based on your preferences.
- **Consumed Food & Drinks:** If the majority of the dish or beverage has been consumed, we may not be able to offer a refund. Please bring any concerns to our attention as soon as possible.

Alternative Solutions:

If a refund is not appropriate, we are happy to explore other options, such as:

- Remaking the dish to correct any issues.
- Offering a replacement dish of equal or lesser value.
- Providing a credit for a future visit.

1000 North LLC

1000 North U.S. Highway 1, Suite 900 • Jupiter, FL 33477
561-570-1000 • 1000north.com



How to Request a Refund or Resolution:

If you experience an issue with your order, please notify a manager immediately so we can address the problem while you are dining with us. Refund requests made after an extended period may not be honored.

We appreciate your understanding and the opportunity to make things right. Thank you for dining with us!

1000 North Management

1000 North LLC

1000 North U.S. Highway 1, Suite 900 • Jupiter, FL 33477
561-570-1000 • 1000north.com