

## Sushi Jiro Online Ordering FAQ

### 1. How do I order Online?



**2. How do I make changes or cancel my Online Order?**

You may change or cancel your order provided that you have not make any payment. Kindly take note that there is no cancellation of order nor refunds for the cancellation because we begin processing and preparing your order immediately upon receipt of your order & payment.

**3. How will I know if Sushi Jiro has received my Online Order?**

You will receive an order confirmation email once you have confirmed and made the payment.

**4. How will I know if my Online Order is ready for pick up or delivery?**

You may track your order thru the link given in the confirmation email or view the order status by accessing the order browser → “Order History”. For delivery, you will receive a SMS with a tracking URL from GrabExpress to check the delivery status.

**5. What is your Online Delivery Order coverage?**

Our current delivery covers 8km distance from the selected outlet to your delivery address. If your delivery address is out of the coverage area, you will be prompted this message upon entering your address:

“Address currently not covered for delivery service”

The delivery fee is subject to the delivery address provided and rate charged as per GrabExpress published rate at <https://www.grab.com/my/express/>

**6. How do I know how long it takes for Sushi Jiro delivery partner to arrive after placing an order?**

Our delivery partner will deliver your order according to your selected time, however, the delivery time may vary depending on the demand or availability of the delivery partners. Kindly expect further delays in the event of heavy down pour, accident or etc.

**7. What if my orders never arrived?**

If your orders do not arrive at your address at the stipulated time, kindly contact the selected outlet or your GrabExpress rider immediately for assistance.

**8. Can I change the delivery address after I make the payment?**

No, you will not be able to amend your address once you have made the payment.

**9. Is there a minimum order requirement for delivery?**

No, there is no minimum order at the moment.

**10. What do I do if some of my orders are missing or incomplete?**

We apologize for the mistake. We will replace the missing item or provide you a refund for the missing item.

- **For replacement:** please call the outlet directly to inform your missing items. We will arrange to replace the item accordingly.
- **For refund:** please submit your bank account details & receipt via <https://sushijiro.com.my/contact.php>  
Alternatively, you may email your receipt, food photo and bank account details to [feedback@sushijiro.com.my](mailto:feedback@sushijiro.com.my) and we will arrange a refund within 3 working days after internal investigation.

**11. What are the payment options available for Sushi Jiro Online Order?**

We accept e-wallets, credit cards and debit cards.

**12. Can I pre order in advance?**

Yes, currently our system supports future orders up to 6 days in advance.

**13. Is Sushi Jiro Online Order Menu the same as dine in menu?**

Yes, it is the same. However, some items are not available for takeaway or delivery, i.e. Chawanmushi.

**14. How do I collect my Super Alliance points for my Online Order?**

Kindly provide your member ID and receipt to [feedback@superalliance.com.my](mailto:feedback@superalliance.com.my) . Our membership team will credit the points into your member account accordingly.

If you have further questions which are not listed above, kindly email us at [feedback@sushijiro.com.my](mailto:feedback@sushijiro.com.my)

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