

## **Online Ordering FAQ**

### **1. How do I order Online?**

- Scan **QR Code**
- Select **Outlet**
- Select **Start Order**
- Select items from the **Menu**
- Once confirm, select **Checkout**
- Select **Pick Up Time** and **Place Order**  
(kindly check the order summary page before proceed payment)
- **Pay Online**
- **Pick Up Your Food From Selected Outlet** 😊

### **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 Zanmai has received my Online Order?**

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

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

You will receive a notification via Whatsapp to inform your order is ready for pick up.

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

We sincerely 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 and you may come to pick up the correct food item.
- **For refund:** please submit your bank account details & receipt via <https://supersushi.com.my/contact.php>  
Alternatively, you may email your receipt, food photo and bank account details to [feedback@supersushi.com.my](mailto:feedback@supersushi.com.my) and we will arrange a refund within 3 working days after internal investigation.

### **6. What are the payment options available for Sushi Zanmai Online Ordering?**

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

### **7. Can I pre order in advance?**

Currently our system only supports same day order & collection. Advance order feature will be available in the future.

### **8. Is Sushi Zanmai Online Ordering Menu the same as dine in menu?**

Yes, it is the same. Stay tune for promotions that are specially catered for Online Ordering.

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

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