

SHIPPING AND DELIVERY

Gift Card orders are processed and shipped the next business day. Monday-Saturdays excluding holidays. Gift cards are shipped using USPS First Class mail. Typically, you can expect to receive your order within 5-7 business days within the U.S. (Canada 10-14 days). Gift cards shipped via USPS First Class Mail cannot be tracked. Please make sure the shipping address is complete and correct. Hy's Steak House is not responsible for shipping delays due to courier error or inclement weather.

ORDER CANCELLATION

Gift cards that have already been processed and shipped are non-refundable.

To cancel an order, you must contact customer support by calling (808) 922-5555. Every effort will be made to accommodate the cancellation of your order as long as it has not been processed and shipped.

When contacting customer support to cancel an order, please be ready to provide your name, the date of purchase, the invoice/order number and your contact information. Please note that if the item has been processed and shipped, the order cannot be cancelled.

Purchases cannot be insured for loss or theft. Hy's Steak House will not re-issue or reimburse gift cards that are lost or stolen or expired.



We respect your privacy!

Any and all the information collected on this site will be kept strictly confidential and will not be sold, reused, rented, disclosed or loaned!

Any information you provide will be held with the utmost care and will not be used in ways that you have not consented to.

We do not save, store, or collect any credit card or financial information processed on our site.