NORTH SHORE POKE CO.

TERMS AND CONDITIONS

Effective Date: November 5, 2026

Last Updated: November 17, 2026

214 5th St., Suite 101 • Huntington Beach, CA 92648

1. About These Terms

These Terms and Conditions apply to the website and applicable direct services of North Shore Poke Co. Huntington Beach, located at 214 5th St., Suite 101, Huntington Beach, CA 92648. They do not govern independently operated locations or third-party services except where specifically stated.

Website	Customer Support
www.northshorepokeco.com	714-465-9011 info@northshorepokeco.com

SMS Program Number: 1-562-203-1482

Please review the terms applicable to your order or subscription before submitting it. Our Privacy Policy explains how we handle personal information.

2. Menu, Availability, and Prices

Menu items, ingredients, hours, availability, prices, and fees may change. Contact the restaurant for current information or ingredient questions. Prices and fees may differ between restaurant purchases and third-party ordering services. Applicable charges will be disclosed before payment.

Orders are subject to acceptance and availability. If an error or unavailable item affects your order, we will work with you on an appropriate correction, substitution with your agreement, or refund. Preparation and delivery times are estimates.

3. Ordering and Payment

Please review your items, contact information, and pickup or delivery details before submitting an order. Clover is used for online ordering, payment, and point-of-sale transactions. Uber Eats orders are also subject to the terms presented by Uber Eats when you place the order.

For questions about a direct order, contact the restaurant. For a third-party platform order, that platform's support process may also be required to adjust payment, delivery, or refunds. Nothing in these Terms limits our responsibilities or your rights under applicable law.

4. Cancellations, Uncollected Orders, and Refunds

Because preparation begins immediately after an order is placed, online orders that are not picked up are generally still charged. Cancellation requests, incorrect or missing items, and other order concerns are reviewed case by case. Please contact us promptly at 714-465-9011 with your order details. Management will review the circumstances, including preparation status and the nature of the issue, and determine an appropriate resolution, which may include a correction, replacement, credit, or refund. We will honor any refund or other remedy required by law.

Changes or cancellations may not be possible after preparation begins. Please let us know promptly if you cannot collect your food. Perishable food cannot be held indefinitely. These Terms do not impose an automatic forfeiture or blanket no-refund rule.

For Uber Eats orders, use the help function associated with your order and contact us about restaurant-related issues. Applicable platform procedures may govern how a refund is processed.

5. Catering

Catering orders should be placed at least 48 hours in advance and remain subject to availability and restaurant confirmation.

Please confirm quantities, menu selections, timing, and pickup or delivery arrangements directly with us. Any deposit, payment deadline, cancellation charge, or rescheduling condition will be disclosed and agreed upon before payment. Catering concerns will be reviewed based on the circumstances and any agreed written terms, subject to applicable law.

6. Electronic Gift Cards

Electronic gift cards are available. Please verify the recipient's information before purchasing and retain your purchase confirmation. Redemption methods and eligible ordering channels will be disclosed at purchase. A restaurant gift card may not be accepted through Uber Eats or another third-party platform unless expressly stated.

Purchased restaurant gift cards are administered in accordance with applicable California law, including applicable restrictions on expiration dates and fees and required cash redemption. Where California's cash-redemption rule applies, a gift card with a cash value of less than $15 is redeemable in cash upon request.

For delivery problems, balance questions, or a lost gift-card message, contact us with proof of purchase so we can investigate available assistance. These Terms do not limit statutory gift-card rights.

7. Raw-Food Advisory and Allergies

CONSUMER ADVISORY: Consuming raw or undercooked meats, poultry, seafood, shellfish, or eggs may increase the risk of foodborne illness, especially if you have certain medical conditions.

Our menu includes raw seafood. Please tell staff about food allergies before ordering and ask about current ingredients and preparation. Menu ingredient indicators are not a complete list of every possible allergen. Shared preparation areas and equipment can create a risk of allergen cross-contact, and we cannot guarantee that a meal is allergen-free.

Do not rely solely on an online order note to arrange an allergy accommodation. Contact the restaurant to confirm whether your request can be accommodated. These notices do not waive customer rights or our food-safety obligations.

8. Email and SMS Communications

Our communications may include restaurant specials, menu news, events, and operational updates, including weather-related changes affecting the restaurant.

North Shore Poke Co. Huntington Beach SMS Program

By separately opting in, you agree to receive recurring promotional text messages from North Shore Poke Co. Huntington Beach at the mobile number you provide. Messages may be sent using automated technology. Consent is not a condition of purchase. Message frequency varies. Message and data rates may apply.

You can cancel the SMS service at any time by texting STOP to 1-562-203-1482. We will send a text confirming that you have been unsubscribed, after which you will no longer receive messages from the canceled SMS program. To join again, sign up using the original enrollment process and provide a new opt-in.

For help, text HELP to 1-562-203-1482, email info@northshorepokeco.com, or call 714-465-9011. Please notify us if your subscribed phone number changes.

Message frequency varies. Message and data rates may apply to messages you receive from us and messages you send to us. Contact your wireless provider with questions about your text or data plan.

Order-related text messages, when separately requested, concern your transaction. Requesting order-related messages does not enroll you in promotional messaging. Email subscribers may unsubscribe using the instructions in promotional emails.

Carriers are not liable for delayed or undelivered messages. Delivery is not guaranteed. Restaurant weather updates are informational and are not an emergency-alert service. Use official sources for emergency instructions.

For privacy information relating to mobile data and consent records, review our Privacy Policy.

9. Website Content and Acceptable Use

Website text, photographs, graphics, logos, and other content belong to North Shore Poke Co. or their respective owners. You may not reproduce, modify, or commercially distribute protected content without permission except as allowed by law.

Do not submit fraudulent orders, interfere with website operations, attempt unauthorized access, or misuse the website or related services. Website access may occasionally be interrupted, and information may require correction.

10. Third-Party Services

Links to ordering, payment, delivery, social media, and other third-party services lead to services operated by others. Their terms and privacy notices apply to their own services. North Shore Poke Co. remains responsible for its own obligations to customers.

11. Applicable Law and Changes

California law governs these Terms, subject to applicable federal law and mandatory consumer protections. Nothing in these Terms excludes liability or limits a right that cannot legally be excluded or limited.

We may update these Terms prospectively by posting a revised effective date and providing additional notice where required. Updates do not retroactively change an accepted order or catering agreement without a lawful basis or your agreement.

12. Contact Us

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