Pizza Giant Papa John's Becomes First To Guarantee Quality

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With expectations of quality and transparency of food provenance now the norm, pizza chain Papa John's has become the first in the UK to offer a no-quibble 'quality guarantee'.

Launched today, 'Papa's Quality Guarantee' is the chain's biggest commitment to date and pledges that if a customer is not 100% happy with the quality of their pizza, Papa John's will replace it like-for-like, free of charge, no questions asked.*

The commitment is being driven personally by the company's founder and CEO, Papa John, and underlines the company's "Better Ingredients. Better Pizza" promise.

Papa John says: "I've been obsessed with quality ingredients in our pizzas ever since I started the company over 30 years ago. If we have to go around the world to find the best ingredients, we do. We strive to ensure all our ingredients are the freshest they can be including our fresh, never-frozen hand-tossed original dough; authentic, superior-quality meats with no fillers; and our signature tomato sauce made from farm-grown California vine-ripened tomatoes that are freshly packed from vine to can in about six hours. I do this because I want to ensure we are delivering the highest quality pizza every time, and the Quality Guarantee is a very personal promise from me."

Alongside the Quality Guarantee, Papa John's is also launching a new mobile app, allowing customers to order their favourite pizzas via their mobile, as well as get hold of exclusive deals and offers. Customers can also use the app as part of Papa's Quality Guarantee, enabling them to take photos of their pizza and send it straight to their local store if they are not entirely satisfied with it.

Papa John's UK app is available for free through iTunes App Store or Google Play.

Papa John's was founded in the USA in 1984 and there are now almost 300 stores across the UK, each fulfilling John's 'Better Ingredients. Better Pizza' philosophy. Papa John's has more than 4,600 stores in 36 countries.

***Papa's Quality Guarantee Terms & Conditions:**

Replacement pizza is a like for like with not more than two slices eaten.

Pizza must be exchanged.

Guarantee does not apply to temperature, or delivery time.

In order to apply for a replacement pizza, customers can either make a claim by downloading the new Papa John's UK app for free through iTunes App Store or Google Play, or by calling the Papa John's store from which they ordered.

For full terms and conditions, visit http://www.papajohns.co.uk/quality-guarantee-terms.aspx.

-Ends-

Anyone wishing to sample one of Papa John's famous quality pizzas, please contact Gemma Hitchcock or Josh Roberts on 0121 265 2760 or contactGemma.Hitchcock@grayling.com or Josh.Roberts@grayling.com to arrange delivery.

Company Contact:

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