



1. What are our operating hours?

- Our office hours are from 9.00 am to 7.00 pm (Mondays to Fridays)

2. When should I place and confirm my order?

- We require 4 working days advanced notice for order placement and confirmation is subjected to availability of delivery slots.

3. When should I make payment?

- Payment must be made before the commencement of each order and during confirmation. Customer whose Contract is under auto renewal must make payment 5 days prior to start of next Contract or once automated payment link is received.

4. How can I make payment?

- An auto generated payment link will be sent to customer once the CSO has confirm your order via a call. Payment by Credit Card or PayNow.

5. What is the delivery timing?

- Lunch Delivery – 0930hrs to 1330hrs
- Dinner Delivery – 1500hrs to 1930hrs
- **Specific delivery time will not be available**
- Please call 62551000 or sms 91151708/ 91151160/ 9111 7193 if your delivery is beyond the stipulated delivery time.

6. Is the service available every day?

- Meal delivery service is available on Weekdays only, we do not deliver on Weekends, Public Holidays and 1 day before Lunar New Year Eve.

7. Can I postpone my meal?

- For 20 consecutive day package, postponement is limited to 3 Days only and the contract date will be extended. There will be NO replacement if postponement is beyond stipulated number of days.
- 20 days 4 times a week- 2 days postponement
- 20 days 3 times a week- 1-day postponement

- Promo/Trial and 10 days packages is in consecutive days, no postponement permitted.
- For 20 days contract, meal will be replaced if customer called in to inform 2 working day in advanced.

8. Will there be any cash refund if I want to cancel or terminate my contract early?

- No cash will be refunded for early cancellation or termination of contract once service has commenced and after payment is made. Early termination is chargeable at \$18.00 w/GST \$19.26) per pax per day.
- Strictly no refund permitted for promotional packages

9. Do I have to call in to renew my Contract?

- 10-days and 20-days contract packages is non-auto renewable unless otherwise requested by customer. Customers who wish to carry on with the order must call to inform us 4 working days before contract end date.
- Trial and Promo Contract is **NON- AUTO RENEWABLE**.

10. How is the food packaged?

- Healthy Nutritious meal is packed in Microwavable Boxes only.

11. Should I heat up the food before consume?

- Customers are advised to store the food in the refrigerator upon receiving the food and heat up prior to consuming.

12. Any charges for condominium?

An additional surcharge of \$20.00 (\$21.40 w/GST) will be imposed for deliveries to Condominiums and Apartment address. The amount will be waived if food is placed at the guardhouse/security post.

13. The company reserves the right to refuse or terminate any service as we may deem fit.

14. Change of address is not permitted in the midst of a contract.