



1. What are our operating hours?

- Our office hours are from 9.00 am to 6.00 pm (Mondays to Fridays)

2. When is should I place and confirm my order?

- We require 4 working days advanced notice for order placement and confirmation and 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 1900hrs and 1530hrs to 1930hrs (base on location)
- **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 3 days
- Trial orders must be in consecutive days with 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 \$9.00 w/GST \$9.63) per pax per day. \$11.50 (w/GST \$12.31) per pax per day for 1 pax contract.
- Strictly no refund permitted for promotional packages

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

- 20 days Contract will not be auto renewed unless otherwise requested by customer. Trial Contract is **NON- AUTO RENEWAL**.

10. What if I had forgotten to call to terminate my Contract and it has been auto renewed?

- Tiffin carrier collection will be chargeable at \$3.00 (w/GST \$3.21) per trip
- Food that has left the kitchen for delivery will be chargeable at \$9.00 (w/GST \$9.63) per serving per day. \$11.50 (w/GST \$12.31) per serving per day for 1 pax contract.

11. Do I need to wash the Tiffin Carrier?

- For hygiene purposes, Tiffin carrier must be washed before returning to us.
- Unwashed Tiffin is chargeable at \$3.00 (w/GST \$3.21) per Tiffin carrier.

12. What if I lost or damage the Tiffin Carrier?

- A **PENALTY** of \$20 (w/GST \$21.40) will be imposed.

13. 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. Please do not place tiffin over stove or in the microwave.

14. Any charges for condominium?

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

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



1. 我们的营业时间是几点开始?

- 办公时间 9.00 am 至 6.00 pm (周一至周五)

2. 需要多久安排并确认我的订单?

- 我们需 4 个工作日内通知您的订单和确认司机送餐日期而定

3. 我应该什么时候付款?

- 自动更新合同者在将在 4 个工作日内收到付款链接并且必须在当天付款.

4. 我如何付款?

- 一但通过电话确认您的订单后, 就会向客户发送付款链接, 可通过信用卡或者是 Pay now 付款

5. 送货时间是几点?

- 午餐送餐时间为 9.30 am 至 1.30 pm
- 晚餐送餐时间为 3.00 pm-7.00 pm 和 3.30 pm-7.30 pm (根据地点而定)
- 不能要求具体的送货时间
- 如果过了指定送餐时间, 可致电或 62551000 SMS 9115 1708/ 9115 1160/ 9111 7193 询问

6. 是否每天都有送餐?

- 送餐服务仅在星期一到星期五, (星期六, 星期天和公共假期 农历新年前一天 没有送餐服务)

7. 我可以延期我的送餐吗?

- 每 (20 天配套)只允许延期 3 次,第 4 次延期将不补送
- 试用订单者, 不可延期
- 客户只要在 2 天前的之前通知延期将会补送

8. 如果我想取消或终止合同, 是否会有现金退款?

- 每一天每份餐盒将会收费 9.00 新元 (含消费税 \$ 9.63) 而两人份的
- 每一天每份餐盒将收取 11.50 新元 (含消费税 \$ 12.31) 而一人份的
- 试用配套是不允许退款

9. 我必须打电话续签合同吗?

- 20 天的合同将自动续订, 除非客户在合同期结束前 2 天致电我们不再续订
- 对于试用订单, 必须致电我们续订

10. 如果我忘记打电话解除合同, 该怎么办?

- 去收回铝质餐具将收取 3 新元 (含消费税 \$ 3.21)
- 每一天每份餐盒将会收费 9.00 新元 (含消费税 \$ 9.63) 而两人份的
- 每一天每份餐, 将收取 11.50 新元 (含消费税 \$ 12.31) 而一人份的

11. 我需要清洗铝质餐具?

- 为了卫生, 必须清洗铝质餐具
- 未清洗的铝质餐具, 一个将收费为\$ 3.00 (含消费税 \$ 3.21)

12. 如果丢失或损坏铝质餐具会怎么样?

- 将征收 \$ 20 (含消费税 \$ 21.40) 的罚款

13.食用前应该加热食物吗?

- 建议客户在还没食用前将食物存放在冰箱中, 在食用前加热, (不可将铝质餐具放入于微波炉里或直接在炉火上加热)

14. 送到公寓有任何附加费用?

- 送餐到公寓/私人公寓需交付额外\$ 20.00 (\$ 21.40 w / GST) 费用。 如果您同意将食物留在警卫室, 将免除该收费。

15.. 公司保留拒绝或终止我们认为合适的任何服务的权利。