



### 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 or sms 6253 1101/ 8777 7476/ 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 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?

- 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. 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.
- Microwaveable box will be use if tingkat is not returned.

### 11. What if I lost or damage the Tiffin Carrier?

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

### 12. 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.

### 13. 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.

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

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