



Wholesomeness to your Doorstep

## FAQ

### 1. How are YeYeah Delights meals delivered and the freshness of the meals maintained?

All our meals are produced in a Halal certified central Kitchen. They delivered chilled (temperature ranging from 2 – 5 Degree Celsius) in carton boxes with dry ice.

Chilling is the form of preservation by making bacteria growth dormant. You are recommended to place the bento meals in your chiller upon receipt. The use by date is indicated on each meal label.

### 2. If I am not at home to receive the meals, how long can the meals last in room temperature?

**2 hours.** We deliver only twice a week on **Monday and Wednesday** at the following timings:

Lunch: 10am - 1pm	Dinner: 3pm - 7pm
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Our delivery route changes weekly, hence no fixed timing per zone.

### 3. I do not want meal delivery on certain days / Meal Cancellation / Travel Plans

Do provide 3 working days' notice prior to delivery date. We will postpone your meal plan end date or deliver to another location. We can only accommodate maximum 1 day no meal delivery from Wed to Fri weekly. This does not apply to 5 day trial meal plans.

### 4. I have special meal requirements – e.g. no Beef/ no Seafood in my main course.

There will be a surcharge of \$40 (30 Days), \$30 (20 Days), \$10 (5Days) per meal plan per person for special requirements. However, this applies only to the main meals. All our soup stock is chicken base. We do not serve vegetarian or gluten-free meals.

### 5. TOP up option to change steam white rice to brown rice: additional \$0.50/pax.

### 6. Is any opt-out option – eg no rice or soup?

No - Our meals are designed for a **balanced diet** inclusive of carbohydrates and soup.

### 7. We deliver island wide with the following exceptions

- ❑ **Restricted Zones:** Jurong Island, Sentosa, Airports, Tuas and Air Cargo Centre
- ❑ An **Additional Delivery Surcharge** of \$10 for 5 day meal plan and \$30 for 20 days meal plan to areas denoted by the first 2 digits of postal code: Robinson – 01,04,05,06,07,08; Marina Square – 03,17; Orchard – 22,23; Bras Basah – 18,19

### 8. No Automatic meal plan renewal

Meal Plan will stop on scheduled end date, unless prior advice. We will send email / SMS reminders 1 week prior to end date. It will be labeled on your meal box too.

### 9. Non-Delivery Dates

New Year Jan 1 <sup>st</sup>	Chinese New Year eve, 1 <sup>st</sup> , 2nd day	Christmas Day 25th Dec
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