

1. What are your operating hours?

- Our office hours are from 9.30 am to 7.00 pm (Mondays to Fridays)

2. When should I place and confirm my order?

- Orders must be placed and confirmed at least 3 working days in advance. The selected start date is subject to delivery slot availability

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 the customer once the CSO has confirmed your order via a call. Payment is by Credit Card or PayNow.

5. What is the delivery timing?

- Lunch Delivery – 0930hrs to 1330hrs
- Dinner Delivery – 1500hrs to 1900hrs
- Please note that specific delivery times are not available.
- If your delivery is beyond the stipulated delivery time, please call 6255 1000.

6. Is the service available every day?

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

7. Can I skip my meal?

- Customers who wish to skip a meal would have to inform our friendly consultant 1 working day (before 4pm) in advance.
- For 16 & 20 days package, you can request “Meal Skip” 2 times. We will replace the meal after the contract period. Otherwise, no replacement will be made.
- Each “Meal Skip” is limited to a maximum of 10 consecutive days. Anything beyond 10 consecutive days will be counted as the second “Meal Skip”.
- There will be no replacements for skipped meals for promo trial and 10 days packages.

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

- There will be no refund for early cancellation or termination of the contract once service has commenced and after payment is made. Early termination is chargeable at \$10.00 w/GST \$10.90) per pax per day. \$13.00 (w/GST \$14.17) per pax per day for 1 pax contract.
- Strictly no refunds are allowed for promotional packages.

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

- 20 days package will be on AUTO RENEWAL unless otherwise requested by customer. Customers Who do not wish to auto renew must call to inform us 5 working days before contract end date.
- Promo and 10 days package are 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 \$3.27) per Tiffin carrier.
- A microwaveable box will be used if Tingkat is not returned.
- Please do not stickers on the Tingkat container cover.

11. What if I lost or damaged the Tiffin Carrier?

- A Penalty of \$20 (w/GST \$21.80) will be imposed.

12. Should I heat up the food before consumption?

- 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 (\$21.80 w/GST) will be imposed for deliveries to Condominiums and Apartment addresses. The amount can be waived if food is placed at the guardhouse/security post.

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

15. Change of address must be permanent and notify us 2 working days in advance.