

1. What are your operating hours?

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

2. When should I place and confirm my order?

- We require 2-week advanced notice for order placement and confirmation upon payment or deposit for each order.

3. When should I make payment?

- Payment must be made before the commencement of contract period upon confirmation. A 20% (non-refundable) deposit is required upon order placement in advance. Order will be confirmed upon receipt of deposit. Balance payment is payable one day before delivery commence.

4. How can I make payment?

- **Bank Transfer**-Liang Yuan Pte Ltd UOB 451-300-103-1 **please indicate the reference no provided** and email to enquiry@madamkim.com.sg with the receipt image after transfer is made
- **Credit Card**- Immediate over the phone upon confirmation.

5. What is the delivery timing?

- Lunch Delivery – 1030hrs to 1330hrs
- Dinner Delivery – 1600hrs to 1900hrs
- Specific delivery time is not be available
- Please call or sms 9091 4988 if your delivery is beyond the stipulated delivery time.

6. Is the service available every day?

- Confinement delivery service is available daily including weekends and Public Holidays.

7. Can I postpone my meal?

- For 21- and 28-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

- 7- and 14-Days package must be in consecutive days with no postponement permitted.
- For 21- and 28-days package, meal will be replaced if customer called in to inform 1 working day in advanced before 11am.

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

- 3 working days advance noticed is required for order cancellation prior to commencement, any deposit will be forfeited.
- There will be no refund for early termination or cancellation.

9. How are the meals packaged?

- 28 days, 21 days and 14 days meal comes in tiffin container and thermal flask for soup.
- 7 days and Trial meal comes in microwavable boxes and soup in microwavable bowl
- Thermal bags are provided to keep the food warm and is collected back on a daily basis.
- Tiffin must be washed and return the next day.

10. Should I heat up the food before consume?

- Meals are placed in thermal bag to keep warm and should be consume as soon as it reaches your home.

11. Meals will be charged at \$45.00 (w/GST \$48.15) per pax for early termination.

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

13. No changes of address is permitted during the contract.