

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

All our meals are 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 Mondays and Wednesdays 10am - 1pm (Lunch) and 3pm - 7pm (Dinner) for all meals except for Confinement meal plans (Mon, Wed and Fri). You may purchase a foam box from us to store your meals should you wish to prolong the chillness of your meals in the open.

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

Please provide 3 working days' notice. We will adjust your meal plan end date accordingly. 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 urgent travel plans halfway throughout my meal plan – what are my options available?

We can postpone your meal plan for 1 month or deliver to another location with minimum 3 working days notice.

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

There will be a surcharge of \$30 per meal plan per person for such 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.

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

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

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

8. 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

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

10. We deliver on all Public holidays except for CNY 1st, 2nd day and Christmas Day 25th Dec

