

# **HOME DELIVERY FAQ**

## **FOOD**

### **Are you able to accommodate food allergens or dietary restrictions?**

Yes! We have great menu options for meat-lovers and vegans. We also cover dietary needs like gluten-free, dairy-free and nut-free. We list common allergens and dietary information in the online menu descriptions. Please note that we do work in a kitchen that occasionally uses nuts.

### **How much food comes in a Home Delivery tray?**

All of our trays are designed to provide two healthy portions of six to eight ounces.

### **Can I customize a dish?**

Unfortunately we are unable to customize food trays for individual orders. However, most of our sauces, dressings, and dairy products are packed on the side for you to add yourself.

### **Is the food delivered hot or cold?**

Our home delivery meal packages are delivered cold and intended to be eaten at a time that is convenient for you. All items can be reheated in the microwave, oven or stove top. If you would like for the order to be delivered hot, please feel free to order off of our catering menu.

# ORDERING

## **What are your hours of operation?**

Our office hours are from 9:00 am to 6:00 pm, Monday thru Friday. Our delivery windows are Monday through Friday 2:00 pm to 7:00pm. We are currently not making deliveries on weekends.

## **What's the latest that I can place my order?**

We accept orders with a minimum of 48-hours-notice but our delivery schedule does book quickly. On occasion, we are able to accept orders on 24-hour notice. We strongly encourage customers to book their home delivery as early as possible. We want to be sure to we reserve a delivery time slot for your order.

## **What's the best way to place an order?**

The most efficient way to place an order is through our online ordering system. We accept requests over the phone and by email but ask for your patience in responding to requests.

If you have any questions while placing your order online, see our FAQ or you can contact us at [homedelivery@freshfoodgeneration.com](mailto:homedelivery@freshfoodgeneration.com)

## **What's the minimum order that I can place?**

We have a \$50 minimum for orders placed Monday through Friday. Please note that minimums do not include the delivery fee or sales tax. On occasion, we are able to make exceptions.

## **Are there any fees or taxes?**

We have a \$10 delivery fee and a 7% sales tax. Gratuity is optional.

## **What forms of payment do you accept?**

We accept all major credit cards. We do not accept cash or checks.

## **What is the Cancellation Policy?**

We can accommodate cancellations with more than 48 hours-notice. If it's a large order, we may provide you with a different cancellation policy. If you have to cancel an order scheduled for delivery within a 48-hour window, we will try to issue a partial or full refund. It can take 1 to 5 business days for the refund to show up in your account.

## **Can I make changes to the order?**

We can make changes to the order up to 48 hours before delivery. However, we strongly encourage customers to limit changes as much as possible. It can take several days for any refunds as a result of decreased orders to be reflected on your account.

# **DELIVERY AND PAYMENT**

## **Do you deliver? What's the delivery fee and process?**

Delivery fee is \$10.00. To make the delivery process as smooth as possible, double check your order sheet and be sure to provide an onsite contact name and delivery instructions. We love the details! In an effort to keep our drivers safe we request contactless deliveries. Our driver will wait for you to receive your order before leaving the delivery location provided.

## **How is the food delivered? Is the food labeled?**

Your delivery driver will hand off your food at your front door. All of your food comes with labels including main ingredients and allergen information. We will also provide any important food notes to ensure you have the best dining experience possible.

# **COVID SAFETY**

## **What COVID measures are you taking in the kitchen?**

All individuals on our team fill out a COVID screening sheet daily to monitor individual's health. We have a strong company policy that mandates employees who are feeling sick stay home and get tested for COVID-19. The employees are required to wait to return to work until they are able to present a negative test result.

Our team members are required to wear a mask at all times while in a shared workspace. We are exceeding COVID and restaurant industry safety procedures to ensure our teams safety. We have information posted on symptoms of COVID and signs providing reminders to social distance. We have provided information on the FFCRA to our team and list COVID testing sites in the city of Boston. We provide our team with sanitizer wipes along with hand sanitizer stations. Our kitchen is equipped with two HEPA air filters as an extra safety precaution.

## **Delivery Drivers and Vehicles**

All vehicles are equipped with hand sanitizer, masks, and gloves for our drivers to use. We require all of employees to wear masks and social distance whenever possible. In addition, all delivery vehicles are cleaned and sanitized before and after each delivery.