

# FAQS

## HOW DOES IT WORK?

We'll deliver a box of quality ingredients including special sauces you would only find in your favourite restaurant also included is a step-by-step cooking guide.

## HOW DO THE MEALS COME?

Your DIY Kits are delivered pre-prepared in refrigerated packaging, ready for cooking at home. Some dishes have been pre-cooked. All dishes can be either cooked in the oven, pans, and home fryers by following the step by step cooking instructions.

## HOW LONG CAN I STORE THE FOOD?

All products have a shelf life of a minimum of 72 hours from delivery when kept in the fridge, and some items are also suitable for home freezing on day of delivery.

## WHERE CAN I FIND THE FULL LIST OF INGREDIENTS FOR EACH MEAL?

When you click on the kit you are looking at you, this displays everything that's included in the kit.

## WILL COOKING INSTRUCTIONS BE INCLUDED?

Included in each Kit are step-by-step cooking guides.

## HOW DO I PLACE AN ORDER?

Pick a kit you fancy the look of, add it to your basket, click checkout and follow the onscreen instructions.

## WHERE DO YOU DELIVER TO?

We deliver to **Mainland UK Only** excluding Scottish Highlands and Islands.

Excluded postcodes AB35-AB38, IV1-IV63, PA21-PA38, PH17-PH26, PH30-PH41, FK18-FK21, KW1-KW14, PA80, PH49-PH50

We also **DO NOT** deliver to Channel Islands, Isle of Man and Northern Ireland.

## HOW FAR IN ADVANCE CAN YOU ORDER?

We offer weekly delivery every Friday and you have up until Midnight on Wednesday every night to order.

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## WHEN IS DELIVERY?

Deliveries will be made on Friday. Look out for your messages as you will get a text message from our courier providing your delivery.

## WHAT IS THE DELIVERY CHARGE?

The Delivery charge is £5.00

## CAN I SELECT A DELIVERY TIMESLOT?

Orders will be delivered between 7am and 9pm on your chosen delivery date. You will receive a text message on the morning of your delivery from our courier partner.

If you find you will not be home to receive the delivery at the allocated time slot, you will have the option to divert your kit to a neighbours address or provide details for the kit to be left in safe place at your address.

## HOW DO YOU KEEP MEALS FRESH DURING THE DELIVERY?

All of our kits are packed in insulated packaging and chilled gel packs, to keep your food fresh during delivery.

## CAN ORDERS BE AMENDED?

Unfortunately, we cannot accept any changes to your order after it has been made as the boxes are assembled with the freshest ingredients and are made to your exact order. With this in mind, please fully commit to your order before placing.

## CAN I RECYCLE THE PACKAGING?

Yes, we use a company called woolcool who provide high-performance insulation box sets for us– provided by the 100% natural wool fibres inside the fleece liners – and the robust design of the outer box provide up to 48 hours of performance combined with the use of the cool packs.

## DO I HAVE TO BE AT HOME TO RECEIVE MY DELIVERY?

It is always better to take delivery of your kit as you can put the items straight into the correct storage, although we will leave the item at the delivery address, a photo will be taken by the driver so we can ensure the kit has been delivered.

## WHAT ALLERGENS ARE PRESENT IN YOUR PRODUCTS?

Please see our allergen section on the DIY kit page.

If you have a specific request, please use the Contact Us form and we will respond directly.