



Apple Spice - Frequently Asked Questions

Nashville, Tennessee

What are your business hours?

We offer deliveries Monday through Friday from 7 a.m. to 2 p.m. Deliveries outside of these hours may be available — please call or email for availability. Our front office staff is available on-site to answer questions between 7:30am and 5pm. If you reach us outside of these hours, please leave a voicemail or send an email, and we will respond as soon as we're back in the office.

Do you deliver outside of normal delivery hours? Weekends & Holidays?

We require a subtotal minimum of \$500 for all weekend deliveries, which also accrues a 20% gratuity. For deliveries after 6 p.m. or before 6 a.m., we require an automatic 20% gratuity and \$30 Delivery Fee. For Major holiday deliveries (over 200+ attendees), we require an automatic 20% gratuity and \$30 Delivery Fee.

How much notice is required when placing an order?

We prefer a 24-hour notice for Boxed Lunches and Salads. For orders of more than 100 Boxed Lunches, we ask for a 48-hour notice. Catering orders require a 48-hour notice as well.

Do you accept same-day orders?

Yes, we do! Since we bake our bread fresh daily, we do prefer advance notice. However, there's a chance that the bread you want may be unavailable and will need to be substituted. Please note that your delivery time may not be guaranteed. We do our best to accommodate, but the timing may shift slightly to align with our delivery schedule. Same-day catering orders must be approved by the catering manager and will include a 20% gratuity, along with a 10% rush fee. Orders placed after 5 p.m. for the next day will be considered same-day orders.

What is the minimum for delivery?

The minimum for delivery is \$80, which is typically about 6 Classic box lunches. For catering, the minimum per catering menu selection is 15 people. If you'd like to order for fewer people, please call us, but please note that we do not accommodate catering orders for fewer than 10 people. This does not include special dietary restrictions.

Do you all do full-service catering?

No. While we are well-versed in catering set up, we offer more of a line-attendance service. After getting the buffet line set up to your liking, we replenish the buffet lines for you and can serve the food to attendees as they move down the line, but we do not bus tables or wash dishes. This also can include clean-up of the buffet line at the end of the event if requested. The line attendance service is \$20 per server per hour and has a minimum headcount requirement of 50+ attendees.

Can I walk in and order a sandwich or salad?

Of course! While we do not have restaurant seating available, you're welcome to come in and place an order during our business hours.

Can I walk in and order from the catering menu?

No. These items require a 15-person minimum on each menu selection and also require a 48-hour notice.

What is your delivery area?

We have a 15-mile radius for all deliveries, and the delivery fee is \$15. For those wanting to place an order outside of this radius, there will be an additional \$15 added. For example, if you are 20 miles away, the delivery fee will total \$30.

For those ordering on our third-party site, EZCater, effective October 1st, 2025, the service charges there have been updated by EZCater. As a third-party, they add their own service fees or markups that we don't control. We always recommend booking directly through our official website to get the best available price. If you order directly through us or on our website, you have full opportunity to accrue some Loyalty Points!

How does the Loyalty Program work?

After signing up with a trusted email and phone number, every order you place with us will earn points per every dollar spent. On Mondays and Fridays, you will earn 4 points per every dollar spent, and Tuesdays-Thursdays you will earn 2 points per every dollar spent! Feel free to cash out and redeem these points with major retailers such as Visa, Amazon, Starbucks, AMC Theaters, Apple, Bath & Body Works, Best Buy, Home Depot, Lowe's, Nike, Old Navy, and Sephora.

Here are the point redemption levels:

1000 points = \$10.00

2000 points = \$20.00

5000 points = \$50.00

7500 points = \$75.00

10,000 points = \$100.00

How do tips work?

All tips, gratuities, and a portion of service charges are pooled together and shared among all employees. Our entire team helps enter the orders, prepare the orders and takes on the delivery role to ensure your satisfaction.

Is invoicing a viable payment option?

Yes! We reserve invoicing for our House Accounts/Partnerships, but if an order must be invoiced to be paid through Accounts Payable, or must be paid via check, we are happy to get an invoice ready for you. Those are handled by the office manager each Friday. They can be generated earlier upon request. Please note that if you do NOT have a House Account/Partnership, a 15% invoicing fee will be applied to cover administrative and processing costs.