



# FAQ

APPLE SPICE DENVER

## What are your business hours?

We offer deliveries Monday through Friday from 7 a.m. to 3 p.m. Deliveries outside of these hours may be available—please call or email for availability. Our staff is available on-site to answer questions between 7am and 4pm. 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 minimum order of 50 people for weekend deliveries, as well as for deliveries after 5 p.m. or before 6 a.m. For Major holiday deliveries, the minimum order is 100 people. Deliveries made outside of normal hours will include a 20% service charge in place of gratuity.

## How much notice is required when placing an order?

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

## What is the minimum for delivery?

The minimum for delivery is \$70, which is typically about 5 box lunches. For catering, the minimum 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 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 manager and will include a 20% gratuity, along with a 10% rush fee. Orders placed after 5 p.m. for the next day are considered same-day orders.

## Can I walk in and order a sandwich?

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

## What is your delivery area?

We offer free delivery for locations within 14 miles of our store. For deliveries between 15-20 miles, an 18% service charge will be applied in place of gratuity (though you're welcome to tip more if you'd like). For deliveries over 20 miles, there will be a 20% service charge along with an \$8 gas fee.

## How do tips work?

All Tips and service charges are pooled together and shared among all employees. Our entire team helps prepare the orders and takes on the delivery role to ensure your satisfaction. The business only retains a percentage of the service charge for House Accounts.

## Do you do net 30?

We do! This is referred to as a house account. We'll provide you with a username and code, which you'll use to place orders online. When checking out, simply select "invoice" as your payment option. Please note, a 25% service charge will be applied to each order, and the store will retain 5% to cover the fees associated with net 30 terms. The rest will go into the tip pool.