

Frequently Asked Questions

What is the minimum for delivery?

The minimum order for delivery is **\$75**, which is typically about **5 box lunches**.

For catering orders, we require a minimum of **15 people per meal**. If you need to order for fewer guests, please give us a call. Please note that we are unable to accommodate catering orders for fewer than **10 people**.

Minimums do not apply to special dietary restriction orders.

What are your business hours?

We offer delivery Monday through Friday from **7:00 a.m. to 3:00 p.m.**

Deliveries outside of these hours may be available upon request. Please call or email us for availability.

Our staff is available on-site to answer questions from **7:00 a.m. to 4:00 p.m.** If you contact us outside of business hours, please leave a voicemail or send an email, and we'll respond as soon as possible.

Do you deliver outside of normal delivery hours, weekends, or holidays?

Yes. If you need delivery outside of our regular weekday delivery hours, please contact us directly to discuss availability.

Weekend and holiday deliveries require a minimum order for **50 people**.

Deliveries made outside of normal business 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
- **48 business hours' notice** for large boxed lunch orders and catering

Advance notice helps us ensure availability and timely delivery.

Do you accept same-day orders?

Yes, we do! However, we greatly appreciate advance notice to help our kitchen run as smoothly as possible. Since everything is made fresh daily, extra notice allows us to properly prepare and ensure the best availability. While we do our best to accommodate same-day requests, some items may not be available.

Please note that same-day delivery times are not guaranteed and may vary based on our delivery schedule.

Additional policies for same-day catering orders:

- All same-day catering orders must be approved by a manager
 - A 20% gratuity and a 10% rush fee will be added
 - Catering orders placed after **4:00 p.m.** for next-day service are considered same-day orders.
 - Breakfast catering orders must be submitted before **1:00 p.m.** or they will be treated as same-day orders. **Unless the breakfast is being delivered 10am or later**
 - Same-day box lunch deliveries of **25 or more lunches** may incur an **18% service charge**
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What is the setup like for catering?

We are a drop-and-go catering company, and all of our catering setups are fully disposable for easy cleanup. Our team will deliver and set everything up so it's ready to serve upon arrival. How food comes hot and ready to eat- please inquire if you need sternos and wire racks.

At the end of your event, everything can simply be thrown away for convenience. Please note that we do not return for cleanup or pickup after the event.

Can I walk in and order a sandwich?

Absolutely! You're welcome to stop in and place an order during business hours. Please note that we do not offer indoor or outdoor seating.

What is your delivery area?

We offer free delivery within **14 miles** of our store.

For deliveries:

- **15–20 miles:** an **18% service charge** will apply in place of gratuity
- **21–25 miles:** a **20% service charge** plus an **\$8 gas fee** will apply
- **25–30 miles:** a **\$12 delivery fee** will apply, along with a minimum order of **25 meals**

Please note that we do not deliver beyond **30 miles** from our store.

Additional gratuity is always appreciated but never required.

How do tips and service charges work?

All tips and service charges are pooled and shared among our team members. Every employee helps prepare orders and assists with deliveries to ensure a great experience.

For house accounts, the business retains a small portion of the service charge to help cover administrative and processing costs.

Do you offer Net 30 billing?

Yes! We refer to this as a **House Account**.

Once your account is set up, we'll provide you with a username and code to place orders online. At checkout, simply select "**Invoice**" as your payment method.

Please note:

- A **20% service charge** is applied to all house account orders
- The business retains **5%** of that charge to cover administrative costs associated with Net 30 billing
- The remaining portion is distributed to our staff tip pool