



A TALE OF TWO CHEFS

COOKING FOOD YOU WANT TO EAT

HELLO@TALEOFTWOCHEFS.COM / WWW.TALEOFTWOCHEFS.COM

Delivery Services

GENERAL INFORMATION

- **Who delivers your food?** All deliveries are provided by A Tale of Two Chefs team members. We do not outsource to DoorDash, Uber Eats or other large food delivery services.
- **What do we deliver?** Currently we deliver Prepared Meals. Chef Tiki's Seasonings are available for mail delivery. Gift certificates are delivered electronically. During the Thanksgiving and Christmas holiday seasons, we are able to include your Chef Tiki's Seasonings order with your Prepared Meals.
- **When do we deliver?**
 - We deliver Prepared Meals on Fridays and/or Saturdays on alternating weeks. See our [website](#) for details.
 - We deliver Holiday Magic and Holiday Meals 24-48 hours prior to the designated holiday. See our [website](#) for details.
 - We text or email to confirm your address and availability 72 hours prior to your delivery window.
 - Delivery windows are assigned based on your preferences and environmental and time considerations.
 - Our delivery windows are set in three hour blocks. (9AM-12PM, 12PM-3PM, 3PM-6PM)
- **Where do we deliver?** We deliver to the greater Chicago-land area. Deliveries over 35 miles from the city's center will incur an additional fee and special delivery schedule. If you would like to confirm eligibility for delivery services, email us at hello@taleoftwochefs.com.
- **How much does deliver cost?**
 - Delivery within our service area is \$5 per delivery.
 - Delivery beyond our service area is \$15-\$45 depending on the location.
- **Do you offer pick-up and delivery services?** Normally, we offer both pick-up and delivery services. However, due to coronavirus safety precautions, we are limiting our offerings to delivery service only. This allows us to set and adhere to the highest level of safety standards for both you and our team.
- **Refunds will not be issued due to an inability to deliver.** We do everything in our power to ensure your order arrives complete, safely packaged and within the designated timeframe. Any client-based obstacles to delivery will result in a second delivery fee or appropriate action per our written refund and cancellation policies on our [website](#).

PREPARE FOR DELIVERY

- **Arrange for delivery.** We prefer to deliver your order when someone is at home and able to receive it. This ensures food can be refrigerated quickly instead of being left outside. If no one can be there in person, we will deliver to a unit within your building or a next door neighbor. Be sure to respond to delivery confirmation and text updates in a timely manner.
- **Create a safe space for no contact delivery.** When we arrive with your order we will need a safe space to leave it. Food should be delivered to a cool, shaded, and secure location where pests and rodents won't be able to get it. Let us know where you would like us to leave your order. We'll confirm delivery with a photo sent to your email or mobile number on file.
- **Check the temperature.** Perishable food should arrive frozen, partially frozen with ice crystals still visible, or at least as cold as it would be in a refrigerator (40°F or below). Even if a perishable food product is smoked, cured, vacuum-packed, or fully cooked, it still must be kept cold.
- **Refrigerate or freeze as soon as possible.** Bacteria can multiply rapidly if food is kept in the "danger zone" between 40°F and 140°F for more than two hours. After you have made sure that the food was delivered at a safe temperature, store it in the refrigerator or freezer as soon as possible until you are ready to prepare it.