

Privacy Policy

BBQ Wholesale does not sell, share or trade client information. Your privacy is important to us. All information or personal data entered in the website are used solely for specific business purposes to facilitate in the processing of the order and to complete the transaction. Such details will allow us to communicate and fulfill your requests to better serve your needs. We assure that any information supplied to us will not be disclosed to any group, unauthorized third party company or organization.

All customer details are highly confidential and are stored electronically. Without guarantee of any kind, we take reasonable steps to help protect all personal information.

Any data sent to this site is subject to our policy on privacy and protection of personal data.

Security Policy

The company practices strict security measures on personal information provided online and is accessible only to authorized staff.

Contact Us

We value your opinions and feedbacks. If you have any comments or questions about our policies, please send them to sales@bbqwholesale.com.

Ordering Terms & Conditions

Delivery Policy

- We provide island-wide delivery as well as Sentosa island at the pre-specified delivery fee and time. No delivery services are available to post code starts with 70 & 71 (Lim Chu Kang area) and other offshore islands like Jurong Island, Palau Ubin etc.
- We have 2 types of delivery services:
 - a. Standard Delivery
 - b. Express Delivery

	Standard Delivery	Express Delivery
Delivery Time	<p>3 slots:</p> <ol style="list-style-type: none">1) 10am to 12pm2) 02pm to 04pm3) 04pm to 06pm <p>Different location will has a pre-specified delivery timing by BBQ Wholesale Centre P/L.</p>	<p>24 slots:</p> <ol style="list-style-type: none">01) 10.00am to 10.30am02) 10.30am to 11.00am03) 11.00am to 11.30am04) 11.30am to 12.00pm05) 12.00pm to 12.30pm06) 12.30pm to 01.00pm07) 01.00pm to 01.30pm08) 01.30pm to 02.00pm09) 02.00pm to 02.30pm10) 02.30pm to 03.00pm11) 02.00pm to 02.30pm12) 02.30pm to 03.00pm13) 02.00pm to 02.30pm14) 02.30pm to 03.00pm15) 02.00pm to 02.30pm16) 02.30pm to 03.00pm

		17) 03.00pm to 03.30pm 18) 03.30pm to 04.00pm 19) 04.00pm to 04.30pm 20) 04.30pm to 05.00pm 21) 05.00pm to 05.30pm 22) 05.30pm to 06.00pm 23) 06.00pm to 06.30pm 24) 06.30pm to 07.00pm
Restriction	Different location will has a pre-specified delivery timing by BBQ Wholesale Centre P/L.	Customers can select any timing, except: CBD - last timing will be 3.30pm to 4pm Sentosa - last timing will be 3.30pm to 4pm
Waiting time	2hrs (have to be at the delivery location at the earlier time of the slot, i.e. 10am, 2pm or 4pm)	½ hrs (have to be at the delivery location at the earlier time of the slot)
Delivery Fee	\$5 / \$10 / \$20	\$20
Pick up location	If delivery to parks and resorts, it will only be sending to the nearest carpark. Customer has to pick up at the carpark. Other location will be sending to doorstep or barbecue pits.	Will be sending right to the doorstep or barbecue pits, except Sentosa resort, will be sending to the front lobby.

- Should you have special delivery instructions kindly highlight during placement of order to avoid any misunderstanding.
- For delivery purposes, all food will be packed in foam box and is chargeable. However, the foam may be refunded if you do not wish to keep it. The foam box has to be return to the driver on the spot in order to entitle for a refund. Any unreturned foam boxes after the driver left will not be refunded.
- Kindly note that you have to be at the delivery location at the earliest timing selected. If no one is present to receive the goods and return trip is required, additional delivery fee will be charged.

Ordering

- Kindly place orders online at least 2-3days in advance. Once order has been received, the sales personnel will contact you to verify with the order details. Once order is confirmed, then you may proceed with the full payment. Failure to do so mean the order will not be processed. The company reserves the right to decline delivery should there be any unpaid orders.
- If order has been placed online and you never hear from us within 24 hours, it indicates order was not received. Please call our hotline at 6848 6848 to verify.
- All orders once processed are final. If unsure of the items to order, you may contact us for assistance. Make sure order is finalized before booking online. Orders cannot be revised or canceled after the order has been processed and paid.

- For members, please quote the discount card number when booking order online, fax or walk in purchase. No discount will be given after order has been confirmed. Discount privileges and conditions are subject to changes without prior notice.

Order Amendments and/ Cancellation

- Any cancellation or amendments can be done at least 2-days before collection or delivery date. Customer need to advise us of the amendments or cancellation arrangements strictly via phone call to 6848 6848.
- We are unable to provide a refund, make changes or cancel once an order has been confirmed and payment made.
- Should there be an item currently not in stock, we reserve the right to replace it with another type or with equivalent value, and subject to availability.

Payment

- We have two (2) payment choices either bank transfer or credit card (VISA/MasterCard) payment. We are unable to accept cash payment upon delivery. Cash or NETS payment are only acceptable for walk-in purchase at our shop.

Contact Us

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Disclaimer

The content on this website provides general information about BBQ Wholesale Centre Pte Ltd, the products and services we offer and is solely for that purpose only. Any advice, information or recommendation received through this website should not be relied upon. All information on our products, services and related illustrations or graphics are intended to be useful and is provided for customer's convenience and guidance. We make no representations or warranties of any kind whether expressed or implied as to the accuracy or completeness of any information included in this website. Every effort has been made to offer the most current, correct and clearly expressed information possible.

BBQ Wholesale Centre Pte Ltd will not be liable for the website being unavailable due to technical issues beyond our control.

The use of this site signifies your agreement to be bound by the terms and conditions. Please read the following information carefully.

- All images in the menu list are only for illustration purposes only. Actual items may not appear exactly the same in the images found in the website. Serving quantities given are based on approximation, and it may not be applicable to all, but nevertheless, it can be used as a guide accordingly.
- BBQ Wholesale reserves the right to make changes in the website at anytime without prior notification. This includes product details & availability, prices, delivery schedules, operating hours especially on public holidays, etc.
- Customers concerned with any food allergies need to be aware of this risk and must take full precaution. BBQ Wholesale Centre will not assume or take liability for any type of adverse reactions to foods consumed. Please check with your GP or Medical Professional.
- The company will not be liable for claims of damaged packaging, non-delivered goods or missing items unless customer sends immediate notice upon receipt of items. It is the customers' responsibility to check if all items received are complete, correct and in good condition.

- No items are to be returned unannounced. This applies to bbq accessories (eg. charcoal, wiremesh, foam box, etc) and rental pits. In the event an item is returned without proper documentation, items will not be accepted and no refund will be made. All accessories & bbq pits returned are subject to inspection.
- Upon access of this site, every visitor is considered to have read, accepted and fully understood all the information provided. We encourage you to read all policies stated to avoid any misunderstanding.
- Should there be any further clarifications, or need any professional advice, please don't hesitate to contact our hotline @ 6848 6848 during office hours.

Indemnification

By using our services, you agree to defend, indemnify and hold harmless against BBQ Wholesale Centre Pte Ltd and affiliated companies for any damages, loss, awards or costs. This include reasonable attorneys' fees, result from any 3rd party claim, action, or demand related in any way to the use of our services.