

Terms and Conditions

By using and ordering from BBQ Wholesale Centre Pte Ltd (“BBQ”) website at www.bbqwholesale.com, you have agreed to the following terms and conditions.

1 PRIVACY

Please review our [Privacy Notice](#), which also governs your use of BBQ’s services, to understand our data privacy protection practices. If you have any questions about this Privacy Policy you may email us at sales@bbqwholesale.com.

2 ONLINE ORDERS

2.1 Confirmation of online orders

All online orders must be made **3 days before your order delivery or collection date** with all outstanding payment fully paid. A confirmation email will be auto sent shortly after customer has placed an order via our website. Please check the spam folder if you do not receive the confirmation email. If the confirmation email is not in your spam folder, it is best to contact us via email at sales@bbqwholesale.com.

2.2 Amendment to existing online order

Amendment of an online order must be made at least **3 days before the delivery or collection date**. Kindly note we are unable to amend any orders after the cut-off time. Any overpayment due to changes in the order will be refunded in the form of BBQ Voucher. Please email your amendment request to sales@bbqwholesale.com or SMS to 92255-227 (9Call-BBQ).

2.3 Postponement or cancellation of online order

Please see the following on the refund clauses for all postponement or cancellation of your online order.

	Cancellation	Postponement
7 or more days before your delivery/ collection date	100% refund in BBQ Voucher	100% refund in BBQ Voucher
3 to 6 days before your delivery/ collection date	50% refund in BBQ Voucher	50% refund in BBQ Voucher
2 days or less before your delivery/ collection date	No refund	No refund

To cancel or postpone an order, please contact BBQ’s office between 1030am to 3pm from Monday to Friday (except public holiday) via the following methods:

- Phone 6848 6848
- Email sales@bbqwholesale.com

3 DELIVERY

3.1 At present, BBQ provides island-wide delivery, including Sentosa Island. Areas we do not deliver include locations with postal code starting with (70), (71), (81), (83), Jurong Island and other offshore islands such as Pulau Tekong, Pulau Ubin, etc. BBQ will only process and accept orders within our delivery coverage.

3.2 BBQ Wholesale Centre provides two types of delivery services:

- a. 2 hourly Delivery - \$12 / \$25 / \$30
- b. 1 hourly Delivery - \$25 / \$30

3.3 Late delivery by driver

While we strive to deliver your order within your stated timeframe, the driver could also arrive late due to unforeseen traffic delays. We will refund to you the delivery charge should our driver arrive 15 minutes late or more. To facilitate the refund, please take a picture of the delivery van with timestamp. You can send us this picture via WhatsApp at 92255-227 or email sales@bbqwholesale.com along with your order number.

3.4 "No show" /Unreachable/ not present at delivery location upon the arrival of driver

Please be at the delivery location at the earliest timing selected, if the recipient of the order is not present upon delivery or not contactable by the driver, the following actions will be taken by BBQ.

- a. Driver will contact BBQ's sales office to notify that the recipient is unreachable
- b. Our office will log down the date and time of the driver's call
- c. Our sales team will attempt to call and drop a SMS to the customer
- d. Driver will attempt to wait for the recipient to turn up. The maximum wait time is 15mins. After 15 minutes, BBQ office will instruct driver to proceed to the next delivery venue. If prior instructions have been given by customers to leave the items at doorstep / function room / BBQ pit, we will proceed to do so and take a picture as proof of delivery. For any unattended orders left at doorstep, BBQ shall not be held responsible for any loss or damage to your purchased items as the order is being placed at an unsupervised location for an extended period of time. We encourage all customer to be present at the time of delivery.
- e. Kindly note that we will not be able to leave your items at the condominium's security post as security guards DO NOT receive any goods on resident's behalf.
- f. After 15mins of wait time, driver will proceed to the next delivery venue. Customer needs to call BBQ office at 6848 6848 to arrange for a re-delivery. This can only be arranged by calling BBQ sales office (not with the driver) before 5:00pm (Monday to Saturday) and before 12:00pm (Sunday and public holidays). A re-delivery will be arranged if the driver's schedule permits. The return trip will usually be scheduled on the last trip after completing all other deliveries (is usually after 7:00pm). A re-delivery fee of \$20 to \$25 is levied depending on location. The re-delivery fee will be paid directly to the driver.

3.5 Delivery locations that are not accessible by lift and trolley will be sent to ground floor/ main lobby only.

3.6 Delivery to SAF camps, office building, hospital, shopping mall, industrial building and hotel will be sent to the main drop off point or loading bay only.

3.7 Delivery to sensitive places with tight security clearance will be sent to guard post only. Recipient for the order must meet the driver at the guard post to receive the order.

3.8 Delivery to building with no loading bay and collection point will be sent to taxi pick-up point.

3.9 Delivery to executive condominium or condominium with no unit number provided will be sent to nearest road side of the vehicle entrance point to the condominium. Customer/ recipient must meet the driver to pick up the items and driver will not assist to bring the items into any of the condominium premises.

3.10 Missing / Damaged items

It is the customers' responsibility to check if all items received are complete, correct and in good condition. All missing, damaged items must be reported to our office by calling 6848 6848 / SMS to 92255227 within 2 hours upon the receipt of items. BBQ will not be liable for claims for the report of missing and damaged items thereafter.

BBQ will not be liable for any missing items of unattended delivery.

3.11 Return and refund of foam box

For freshness in delivery, all food items are packed in foam box which is chargeable. Customer may return foam box to the driver **IMMEDIATELY** upon delivery for a refund; any unreturned foam boxes after driver has left will not be refunded (*not applicable for Gebiz or Vendors payment mode*). For more information on return and refund of foam box, please refer to our FAQ.

4 BBQ VOUCHERS

BBQ Vouchers issued by BBQ are valid only for online purchases at www.bbqwholesale.com.

We reserve the right to cancel or modify orders, or revoke the use of voucher codes, where the vouchers are used in the following circumstances:

- Suspicious or fraudulent voucher use;
- Voucher abuse, including vouchers, redeemed using multiple accounts or multiple checkouts associated with the same customer or group of customers; and/ or
- Vouchers used in bad faith (including resold vouchers, or use of vouchers on orders made and intended for resale).

Additional terms and conditions may be specified in relation to specific voucher codes (e.g. duration, discount amount and products covered), and will govern the use and redemption of those vouchers in addition to these terms.

Vouchers are not exchangeable for cash. BBQ reserves the right to change these terms or cancel any BBQ Vouchers at any time without notice. Validity of BBQ Vouchers will be specified in the voucher.

5 MODIFICATIONS TO THE PROVISION OF SERVICES AND PRICES

BBQ Wholesale Centre reserves the right, at our sole discretion and at any time to modify the prices of our products or discontinue the services (or any part or content thereof) without further notice to you.

BBQ Wholesale Centre reserves the right to change food item to another of equivalent value without prior notice due to seasonality and availability of the food item.

6 DISCLAIMER

Website content serves as a general information about products and services offered by BBQ Wholesale Centre Pte Ltd and 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 on this website. Every effort has been made to offer the most current, correct and clearly expressed information possible. BBQ 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 for illustration purposes only. Actual items may not appear exactly the same in the images found on the website. Serving quantities given are based on approximation, and may not be applicable to all, but nevertheless, it can be used as a guide accordingly.
- BBQ reserves the right to make changes in the website 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 will not assume or take liability for any type of adverse reactions to foods consumed. Please check with your GP or Medical Professional.
- BBQ will not be liable for claims of damaged packaging, non-delivered goods or missing items unless customer calls our office 6848 6848 within 2 hours upon receipt of items. It is the customers' responsibility to check if all items received are complete, correct and in good condition.
- BBQ does not allow the return of item unannounced. This applies to BBQ accessories (e.g. charcoal, wire mesh, etc.) and rental of BBQ pits. In the event an item is returned without proper documentation, items will not be accepted and no refund will be made. All returned accessories & BBQ pits are subjected to inspection.

7 INDEMNIFICATION

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