Cancellations, Refunds and Returns Policy

BBQ Wholesale Centre Pte Ltd
UEN 200510931N
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1. Add-on items

Add-ons depend on availability and must be arranged before dispatch.

For most items other than cooked food and chef services, request next-morning add-ons by 4:00pm the day before, or same-day afternoon add-ons by 10:00am on the delivery day. Cooked-chilled add-ons require at least 2 days' notice. Chef services remain subject to availability.

To add items online, place a separate order, select Self-Collection, state the original Order ID in the remarks and complete payment. If the add-on can be combined with the original delivery, a second delivery fee is not charged. Alternatively, contact Sales with the Order ID and required items. All add-ons must be paid before fulfilment.

2. Removing items

You may request removal before the order is locked for preparation and packing. Items worth up to and including 20% of the original confirmed product subtotal may be removed under the amendment process.

If cumulative removals exceed 20%, the normal cancellation policy applies as a partial cancellation. The percentage uses the original confirmed product subtotal after discounts, excluding delivery charges and refundable deposits. Multiple removal requests are combined.

Delivery fees, free-delivery eligibility and other charges are recalculated on the revised order.

3. Postponement

These tiers apply using the scheduled fulfilment date for delivery, self-collection and own-courier orders, including food, delivery, chef service and pit-rental charges. Refundable deposits are excluded and refunded in full.

5 or more calendar days before the scheduled fulfilment date: no postponement charge. Carry the order value forward to one new date within 12 months of the original delivery date, subject to availability and any price difference.

2–4 calendar days before the scheduled fulfilment date: 50% of the invoice amount is forfeited. The remaining 50% is issued as a BBQ Wholesale voucher valid for 12 months from issue.

Less than 2 calendar days before the scheduled fulfilment date: 100% of the invoice amount is forfeited. No refund or voucher is issued.

For a Saturday delivery, Monday is the last day for free postponement. Tuesday to Thursday falls within the 50% tier; Friday and Saturday receive no refund or voucher.

4. Cancellation

These tiers apply using the scheduled fulfilment date for delivery, self-collection and own-courier orders. The calculation includes products, delivery, chef service and pit-rental charges after discounts. Refundable deposits are excluded and refunded in full.

5 or more calendar days before the scheduled fulfilment date: full refund.

2–4 calendar days before the scheduled fulfilment date: 50% cancellation fee. The remaining 50% is issued as a BBQ Wholesale voucher valid for 12 months from issue.

Less than 2 calendar days before the scheduled fulfilment date: 100% cancellation fee. No refund or voucher is issued.

For a Saturday delivery, Monday is the last day for a full refund. Tuesday to Thursday falls within the 50% tier; Friday and Saturday receive no refund or voucher.

Where a monetary refund is due, it is normally processed within 7–14 working days.

5. Weather and requests

Rain or bad weather does not provide a special cancellation, refund or postponement entitlement. Normal cancellation terms apply.

Delivery-detail changes, including a venue change because of weather, must be requested by 12:00pm the day before the scheduled delivery or self-collection date, subject to availability.

Send the Order ID and request by WhatsApp, email or phone. Phone requests may require written confirmation. Include the current and requested new date for a postponement.

6. Returns, exchanges and foam boxes

Change-of-mind returns and exchanges are generally not accepted for purchased items, whether delivered or self-collected. This includes non-food items.

The chargeable foam box supplied with the same current order is the exception. Empty and return it before leaving the collection point, or directly to the driver at delivery handover. Boxes from previous orders are not accepted and we do not arrange a later collection trip.

Foam-box refunds are normally processed within 7–14 working days after return, with possible additional bank or payment-provider processing time. They do not apply to GeBIZ or Vendors@Gov orders,

These change-of-mind rules do not remove applicable rights concerning goods that are incorrect, defective, damaged or otherwise not as ordered.

7. Missing, incorrect or potentially unsafe items

Check all bags, boxes, quantities, packaging and food condition promptly. For delivery issues, contact us within 1 hour where possible. This is prompt-reporting guidance, not an absolute deadline that automatically removes rights.

For self-collection, check before leaving where possible. Later discoveries that could not reasonably have been identified at collection remain subject to review.

Provide the Order ID or invoice reference, affected-item details and relevant photos or video. If food may be unsafe, do not consume it and retain the affected food and packaging where safe.

We will check the issue and relevant records, then arrange the appropriate resolution. Depending on the circumstances and management approval, a refund may be by voucher or the original payment method, subject to applicable rights. Monetary refunds are normally processed within 7–14 working days.

8. Procurement advances and rental deposits

Where an advance payment was requested because procurement documentation was outstanding, it is refunded after the organisation’s subsequent payment is received, normally within 7–14 working days. This is separate from the foam-box exclusion for GeBIZ and Vendors@Gov.

Pit deposits are normally processed within 7–14 working days after return or collection. If a pit is missing or damaged beyond normal heat marks and burn stains, the $200 deposit for that pit is forfeited. Remove charcoal and ashes before returning the pit; otherwise a separate $10 cleaning fee per pit applies.

9. Vouchers

Cancellation or postponement vouchers under this policy are valid for 12 months from issue. Only one voucher may be used per order; vouchers cannot be combined with other vouchers or promotions, exchanged for cash or extended after expiry. They are transferable by voucher number. If an order total is lower than the voucher value, the unused balance is forfeited and no cash or replacement credit is provided.

Use the current manual redemption process in the Terms and Conditions. Contact Sales before paying the advised balance. If a voucher number is lost, Sales may retrieve the original order and verify that the voucher was issued, unused and unexpired. A recovered number is sent only to a telephone number or email recorded on the original order. If neither recorded channel is accessible, release through a replacement channel requires Erni’s approval and must be recorded in the order notes.

10. Contact

WhatsApp +65 9225 5227, email sales@bbqwholesale.com or call +65 6848 6848 with the Order ID, customer details, relevant date and requested action.

Controlled working copy: BBQ Website Policies Google Doc.