Delivery and Self-Collection Policy

BBQ Wholesale Centre Pte Ltd
UEN 200510931N
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1. Coverage and delivery points

We deliver to most Singapore locations, including Sentosa. We do not normally deliver to offshore or restricted-access locations such as Jurong Island and Pulau Ubin.

At secured locations, the handover point may be a checkpoint, guard house or loading bay. Where free parking is unavailable, delivery may be handed over at the guard house or loading bay. At locations without lift access, delivery is to the nearest lift-accessible point; drivers do not carry orders up stair-only routes.

For parks and beaches, standard delivery is to the nearest accessible car park or agreed meeting point. Direct-to-pit delivery is available with 1-hour Express Delivery, subject to availability and site access.

Provide accurate venue, pit, car-park or zone details, landmarks and recipient contacts so the handover can be arranged. Provide a primary and an alternative receiver with different mobile numbers. The person placing the order may be one of the receivers.

2. Fees and free delivery

There is no minimum order value for delivery. Standard locations and timing usually cost $12–$25; special locations or non-standard timing usually cost $25–$40.

Use the Delivery Fee Checker at https://www.bbqwholesale.com/delivery for the exact fee, available timing and options before completing your order. Package prices do not automatically include delivery.

Free delivery applies when eligible food and accessories total $800 or more, inclusive of GST. Chef service, pit rental, pit-rental deposits, foam boxes and delivery fees do not count towards the threshold. Eligibility is recalculated when the order changes.

3. Timing and order cut-offs

Available delivery windows are shown for the selected location. The FAQ describes 1-hour windows from 9:00am to 6:00pm. A window shorter than 1 hour and an exact-minute arrival cannot be guaranteed.

Order and pay for next-day cooked food and BBQ packages by 12:00pm the day before, subject to availability. Same-day delivery is not available.

We do not currently offer live online delivery tracking. The driver will normally call or message when on the way. For an update, contact Sales by WhatsApp or phone.

4. Changes to delivery details

Request changes by 12:00pm, one day before the scheduled delivery or self-collection date, subject to availability.

This covers the address, time slot, standard or express service, and switching between delivery and self-collection. Food-item changes follow the separate amendment rules. Contact Sales with the Order ID and requested details.

The same deadline applies to a request arising from unsuitable weather. Rain does not create a separate refund, cancellation or postponement entitlement.

5. Recipient availability and delivery exceptions

Arrange for an authorised recipient to receive the order at the agreed accessible point and keep the supplied phone contacts reachable.

If no one is available to receive the delivery, you may authorise our driver to leave it at an agreed location. The driver may take a photograph as proof of delivery. If unattended delivery is not suitable or authorised, we may try to arrange re-delivery. Re-delivery depends on driver availability, may occur later after the existing route and may not be possible on the same day. A re-delivery fee of $20–$30 applies and is payable by the customer.

6. Self-collection and own courier

Collect from 1550 Bedok North Avenue 4, #05-12, JTC Bedok Food City, Singapore 489950. Drivers may use the ramp to Level 5. For pedestrian access, use Lobby M and take the lift to Level 5.

Standard self-collection is daily, including Sundays and Public Holidays, 9:00am–4:00pm. Same-day orders placed online by 3:00pm are a specific exception and may be collected before 5:00pm, subject to stock and preparation availability.

Cooked food and BBQ packages require online order and payment by 12:00pm the day before. Same-day cooked-chilled food, packages and chef services are excluded.

Collection outside the stated hours requires prior confirmation and depends on preparation and staff availability. Changes to hours will be announced on the homepage or made known during pre-ordering.

An authorised representative or customer-arranged courier may collect. Give us at least 2 hours' advance notice and provide the collector's details requested by Sales. Collection outside standard hours is a separate arrangement that requires prior confirmation and depends on preparation and staff availability.

Check the order before leaving where possible. If a problem could not reasonably have been found at collection, contact Sales promptly for review. A concealed problem is not automatically rejected because you have left.

7. Contact

Call +65 6848 6848, WhatsApp +65 9225 5227 or email sales@bbqwholesale.com. Customer service is available daily, including Sundays and Public Holidays, 9:00am–4:30pm. Online ordering remains available 24 hours a day.

Controlled working copy: BBQ Website Policies Google Doc.