



## BALANCED LANE BALI SERVICE USE TERMS & CONDITIONS

Welcome to Balanced Lane Catering! We are excited to have you with us. ☺ For the best possible experience, please take a moment to carefully review the following information:

Our customer service representatives are available daily between 8:30 AM - 5:30 PM.

### Delivery, Address, & Meal Changes

If you need to change your address, pause your service, or make an adjustment to your meal plan, **we kindly require at least 24 hours' notice, no later than 11:30 AM the day before delivery.**

This allows us to adjust our meal prep and/or routing accordingly.

### Meal Storage

To ensure freshness and optimal taste, please consume your meals upon arrival, or place them directly into the refrigerator, especially if you plan to enjoy them later in the day.

### Delivery Notifications

- Notifications are sent by default and can only be turned off upon request.
- If no one is available to collect the delivery, you'll receive a notification from our courier.
- If someone collects it, our team will confirm receipt.
- If you don't receive a message during your delivery window, please contact us.

### Special Instructions - to help us deliver smoothly, please share the following before 8 AM on your first delivery day.

1. Any special instructions, photos, or directions for your address.
2. If you will be hanging a reusable bag on your door for our driver to place the meals into.

Please note: We do not automatically provide tote bags or cutlery.



## ESTIMATED Delivery Windows by Area

- Teuku Umar / Imam Bonjol / Pemogan / Sunset Road: 9:30 - 10:30 AM
- Denpasar / Renon: 10:00 - 11:00 AM
- Kuta / Jimbaran / Sanur / Seminyak / Berawa: 10:30 - 11:30 AM
- Canggu / Pererenan / Nusa Dua: 11:15 AM - 12:15 PM
- Kedungu / Tanah Lot / Ubud / Gianyar / Uluwatu: 11:30 AM - 12:30 PM

### **Please Note: The Following May Affect Delivery Arrival:**

- The listed times are estimates; actual delivery may vary.
- Mondays may run slightly late due to locating new addresses.
- Saturdays may arrive earlier due to fewer deliveries.
- Delays may occur when we use an on-call driver, or a new driver as they need more time to locate addresses.
- Some deliveries may be made using GoJek or Grab.
- Our routing changes week by week - timing may vary from a previous week.

## Important Disclaimer

Meal credits or replacements will **only** be issued for:

- Incorrect deliveries
- Incorrect meals (**photo proof required from the box**, including what is written for your meal)

**Please check your meal(s) upon arrival and let us know immediately if you have any concerns. To honour any meal credits, we require to be informed no later than 2 PM.**

### **We are not responsible to replace meals that:**

- Are left uncollected
- Spoil due to improper storage
- Were stolen, infested with insects, or spoil due to delay in retrieval
- Are delivered to an incorrect address provided on your form

## Payment Policy

**Full payment** is required to be received before 3PM on Sundays, and 11 AM on weekdays, the day before your service starts, as this helps us manage our resources.

### **All sales are final.**

We appreciate your trust in Balanced Lane, and we hope you enjoy your service! If you have any questions or concerns, please send us a message and we will be happy to assist. ☺