



## 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. 😊