



TERMS AND CONDITIONS

Self-Collection

- Food items will only be available chilled for food safety reasons.
- Self-collection option is available at Paragon, Novena Square, Raffles City, Changi City Point or Waterway Point.
- No food warming service will be provided for all self-collection orders at our outlets.
- Self-collection timings: 10.30am – 12 noon, 2pm – 3.30pm and 5pm – 6.30pm.
- No refunds or exchanges will be entertained if the orders are not collected on the agreed date and time.
- All orders are to be self-collected at the selected location with printed email confirmation as proof of purchase.

Delivery

- Food items come with food warming service.
- Delivery period will be in selected 1.5-hour slots from 10.30am – 6.30pm daily, from 1 December 2018 to 1 January 2019.
- Due to high demand during the festive period, actual delivery time may vary 30 mins (+/-) from the stipulated delivery time.
- No delivery is available for offshore islands such as Sentosa and Jurong Island, as well as air cargo centres.
- The Soup Spoon reserves the right to not accept delivery orders to any other locations that we are unable to deliver to.
- Food items delivered warm should be consumed within 3 hours for food safety reasons.

General

- All prices stated are subject to 7% GST.
- Any discounts enjoyed are not valid with other promotions, discounts, vouchers or privilege cards.
- Order period: 13 November (From 8 November, exclusive for Registered Souperholic members) to 28 December 2018 unless otherwise stated. No orders will be accepted after 28 December 2018.
- Order must be made 3 working days in advance, excluding day of order. Working days refer to Mondays to Fridays. For e.g., if order is made on a Sunday, it will be taken as a Monday order, and the earliest day of collection/delivery is the Thursday of the same week.
- Once order and payment is made, no change of order is allowed.
- An administration fee of 5% of the total order (credit card transaction charges) +\$10 will be imposed for any refund of orders.
- Collection/Delivery Period: 1 December 2018 – 1 January 2019.
- Full payment to be made via credit card payment online. When filling up the order form, please fill in the same name as the name on the credit card that will be used for payment.
- Souperholic points may be accumulated but not redeemable.
- Promotion is not valid with other offers, promotions, discounts or codes.
- All images featured are solely for illustrative purposes only.
- Indication of weight is based on item before cooking and serving portions are based on estimations.
- Prices and product specifications are subject to change without prior notice by the Management.
- All items are subject to availability and while stocks last.