



TERMS AND CONDITIONS FOR

TIAN WEI SIGNATURE PTE LTD
(SFA LICENCE NW17128J000)

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GST REG. NO. 201631865D

(Official receipt number issued by Tian Wei Signature Pte Ltd to the clients.)

1. Fee Payment

- 1.1. Please note that the services can only be activated **after 17 April 2025**.
- 1.2. In consideration of the services to be provided by Tian Wei Signature (TWSG), the deposit will be paid to TWSG in full upon confirmation of the booking. The balance payment is payable via bank transfer to Tian Wei Signature on the first day of delivery. The client shall pay the following package fees as per below:

Package	Total Package Fee	Deposit	Balance Payment
TWSG 40 Days Double	\$ 2,358.00	\$ 200.00	\$ 2,158.00
TWSG 28 Days Double	\$ 1,670.00	\$ 200.00	\$ 1,470.00

2. Freebies

- 2.1. The freebies shall be arranged to be delivered once the balance payment has been made.
- 2.2. The freebies are to be delivered in the following manner unless stated or informed otherwise.

Package	Freebies	Time of Delivery
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TWSG 40 Days Double	<ul style="list-style-type: none"> • 2 Green Papaya Fish Soup + 2 Pork Trotter Vinegar • 10 Days Bathing Herb • 3 Days Single Daddy Bento 	<p>Two (2) servings of Green Papaya Fish Soup and Two (2) servings of Pork Trotter Vinegar will be included.</p> <p>10 Days Bathing Herbs will be delivered with the first meal.</p> <p>Three (3) servings of Daddy Bento will be included.</p>
TWSG 28 Days Double	<ul style="list-style-type: none"> • 2 Green Papaya Fish Soup + 1 Pork Trotter Vinegar • 1 Bird's Nest • 10 Days Bathing Herb 	<p>Two (2) servings of Green Papaya Fish Soup and One (1) serving of Pork Trotter Vinegar will be included.</p> <p>One (1) serving of Bird's Nest will be included.</p> <p>10 Days Bathing Herbs will be delivered with the first meal.</p>

2.3. Freebies penalty amount breakdown is as follows:

- 2.3.1. Freebies penalty for **2 Green Papaya Fish Soup and 2 Pork Trotter Vinegar** is \$44.00.
- 2.3.2. Freebies penalty for **2 Green Papaya Fish Soup and 1 Pork Trotter Vinegar** is \$29.00.
- 2.3.3. Freebies penalty for **3 Days Single Daddy Bento** is \$30.00.
- 2.3.4. Freebies penalty for **1 Bird's Nest** is \$20.00.
- 2.3.5. Freebies penalty for **10 Days Bathing Herbs** is \$28.00.

3. Package Upgrade

- 3.1. Packages signed up during Mummys Market Fair in April 2025 are strictly not allowed to be upgraded and/ or combined with other campaigns.

4. Service Activation

- 4.1. The Client is required to contact us at **6727 5599 one day in advance, between 10 am and 3 pm**, for the activation.

5. Payment and Promotion

- 5.1. Only one promotional code or promotional price is applicable at a time and, therefore, cannot be combined and/ or exchanged with other promotions and/ or campaigns and is strictly not allowed to be exchanged for cash value.
- 5.2. **TIAN WEI SIGNATURE PTE. LTD. reserves the right** to terminate the service if payment is not made on time.

6. Services

6.1. Termination of Services

- 6.1.1. Deposit is non-refundable, and the balance payment will be charged based on the number of meals delivered to the Client. An administrative fee of \$50 and a freebie penalty based on the amount mentioned in section 2.3. will be charged upon service termination.
- 6.1.2. In the event the Client intends to terminate this agreement due to medical reasons (with a doctor's letter), a full refund will be issued, excluding the admin fee charge of \$50.

6.2. Service Downgrade

- 6.2.1. Prior to service commencement: Revert to the original package price without any discount or promotion with an admin fee of \$50.
- 6.2.2. After service commencement: Each consumed and the remaining meal will be charged \$37, and an admin fee of \$50 with a freebie penalty based on the amount mentioned in section 2.3 will be imposed. Any discount or promotion will not be applicable.

6.3. Service Reservation

- 6.3.1. Order reservation is only valid for up to 4 months after the Client/ Client's spouse estimated the delivery date (EDD), after which it is deemed void and cancelled.

6.4. Service Transfer

- 6.4.1. Once the service booking has been made, the service is non-transferable to any third party besides the client who made the booking.

7. Cancellation

- 7.1. There will be NO refunds and replacements for last-minute cancellation.
- 7.2. The deposit will be forfeited in the event of cancellation of services if the freebies have been delivered to the Client. A Freebie Penalty based on the amount mentioned in section 2.3. will be charged upon service cancellation.
- 7.3. The Client must call us one working day in advance, before 3 PM, to notify us of the cancellation.

8. Extension

- 8.1. The extension of services will be revised and recalculated according to the package price.
- 8.2. Payment must be made in FULL two (2) days prior to service extension.

9. Delivery Arrangement

- 9.1. **Lunch** will be delivered **between 10 am to 1 pm**, and **dinner** will be delivered **between 4 pm to 7 pm**.
- 9.2. A **\$4 surcharge** applies for every delivery trip within CBD areas.

- 9.3. Non-delivery areas: Delivery services are not available in **Marina, Tuas, Sentosa, and areas with postal codes starting from 01 to 05.**
- 9.4. Non-delivery building: office tower, shopping mall and residence above a shopping mall.
- 9.5. For hotels/resorts, the meals will be delivered to the reception.
- 9.6. For hospitals, the meals need to be collected at the lobby.

10. Service Disruption

- 10.1. Service disruption on the **Eve of Chinese New Year and the first two days of Chinese New Year.** Meals will only be delivered to customers who booked Chinese New Year Package with a surcharge. Otherwise, the meals for the aforementioned 3 days will be brought forward, and the meal delivery service will be extended for three more days after the initial service end date. "Fish Delight" menu is not available for the Chinese New Year Package.

11. Menu Changes

- 11.1. The menu is subject to change without prior notice due to unforeseen seasonal factors and market fluctuation of the ingredients.

12. Thermal Bags and Thermal Flask

- 12.1. Please be reminded that the thermal bags must be returned to our delivery personnel daily. A **\$5 charge** will apply for each misplaced or damaged bag.
- 12.2. Please be reminded that the thermal flasks must be returned to our delivery personnel daily. A **\$10 charge** will apply for each misplaced or damaged flask.

13. Tian Wei Signature Pte. Ltd. reserves the right to change, add, or delete any terms and conditions herein without any prior notice.