Pax

DEPOSITS, PAYMENTS, AND COLLECTION

DEPOSITS

Deposits are not required. Payment is collected upon delivery or pickup.

PAYMENT

For security reasons, we do not accept cash. For credit card orders exceeding $100, we require an imprint of the credit card used to place the order. Our delivery personnel will ask for the credit card upon delivery. The following payment methods are accepted:

- Company check
- Credit card
  American Express *Visa*
  Mastercard *Diners Club*

Corporate account payment methods:

- Corporate credit card
- Credit line

We do not accept personal checks.

COLLECTION

No deposits are taken at the time of delivery.

CREDIT CARD: We collect 100% of any order purchased by credit card on the day it is scheduled to be delivered or picked up.

COMPANY CHECK: We pick up the company check when we deliver your order. Please make all checks payable to "Office Meals."

CREDIT LINE: Your credit limit will be used at the time you place your order.

SPECIAL ARRANGEMENTS

Silver trays, linens, staffing, rentals, and chafing dishes are available upon request. Special arrangements can be coordinated by calling 1-888-70-MEALS.

paxfood.com

Pax® WHOLESOME FOODS

CATERING TERMS AND POLICIES

For more information call

1-888-70-MEALS (888-706-3257)

To Plan your next event call

1-888-70-MEALS

(1-888-706-3257)

or Online at **paxfood.com**

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CATERING TERMS AND POLICIES

ORDERING GUIDELINES

SECURITY

It is important for us to facilitate your delivery orders to the best of our ability. Please inform us of any special security requirements or elevator restrictions in your building so we can make the proper arrangements for an easy delivery. All delivery personnel will have proper identification.

LAST MINUTE OR SAME DAY ORDERS

We accept last minute orders without penalty and in most cases require only two hours notice to fulfill your order. In the event we're unable to fulfill your request, you will receive a phone call immediately by one of our catering specialists.

FUTURE ORDERS

You may place your catering order online for pickup or delivery up to two weeks in advance.

ORDER MINIMUMS

There is a 6-guest minimum to every menu item unless otherwise noted.

RETRIEVABLE ITEMS

Retrievable items such as coffee urns, chafing dishes, fine china, and other pieces of house equipment are picked up the next day or upon the conclusion of your event. Damaged equipment is subject to additional charge.

OUR SERVICE

HOURS OF OPERATION

Either online or by phone at 1-888-70-MEALS, we are available to provide you with service seven days a week. If you need catering service that is not within our regular schedule, please call us and we'll do our best to accommodate your needs.

Weekdays: 7 AM - 7 PM
Weekend: 7 AM - 3 PM

DELIVERY AREA

We deliver to the entire island of Manhattan, Bronx, Queens and Brooklyn.

Please Note: Deliveries above 110th Street in Manhattan and deliveries to boroughs other than Manhattan are subject to a $40.00 service charge.

DELIVERY METHODS

You may pick up your order at your local PAX Wholesome Foods or Europa Café, or we can deliver it to you.

SPECIAL INSTRUCTIONS

We allow customers to type in any special instructions on a per menu item basis.

ONLINE ORDER CANCELLATION AND CHARGES

Change of appetite? It happens—and we understand!

We allow you to cancel or make changes to your online catering order without penalty as long as you notify us at least six hours prior to your delivery or pickup*. This online tool is available to you in your Order History, within your "MY ACCOUNT" management area. This area allows you to:

- Change your delivery date and time
- Add or decrease the quantity of an item
- Remove items from your order
- Change special instructions
- Add or remove tip online

PRICING

All menu items are priced per guest unless otherwise noted. Prices do not include sales tax and are subject to change.

MENU AND PRESENTATION

Items are elegantly displayed on disposable wicker trays or, if requested, on ceramic platters, baskets, or silver trays. Please browse the website for a sample of our presentation or call 1-888-70-MEALS to arrange for a tasting event.

Paper supplies and appropriate condiments are always included with all orders at no additional cost.

Special dietary needs and customized menu creation can only be accommodated via phone. Please call 1-888-70-MEALS to inquire.

DELIVERY AND SERVICE FEES

Customers are under no obligation to tip delivery personnel. However, traditionally delivery personnel tips range from 10 to 20 percent of the order total.

For deliveries below 110th Street in Manhattan
- *NO delivery fees*
- *NO fuel surcharges*
- *NO same day expediting fee*

For deliveries above 110th Street in Manhattan and boroughs other than Manhattan
- *$40 service charge*
- *NO fuel surcharges*
- *NO same day expediting fee*

CANCELLATIONS AND REVISIONS POLICY

Customers may cancel or revise an order online up to 6 hours prior to delivery. Customer will be charged for 50% of the total order if cancelled within six hours of delivery. We will try in every way to accommodate any changes and cancellations, however, because our product is perishable, cancellations within 1-2 hours of delivery may incur a full charge.