



Prepared Meal Service Policies & Procedures

Ordering

- Prepared meal service occurs for delivery or pickup on Tuesdays.
- Orders for our Tuesday home delivery or pickup service are due by Sunday at midnight. Please place your order via the online ordering platform www.twounique.gethoneycart.com or by emailing twounique@twounique.com.

Delivery Process

- We operate on a delivery window of 3pm-6pm.
- Unless noted in your delivery instructions, the driver will place your order on your front door.
- Upon delivery, the driver will contact you with via knocking or calling the number on file.
- If you are not planning on being home during the delivery window, we recommend leaving a cooler outside and the driver will place your order in there upon delivery.

Pickup Process

- Pickups will be available between 3pm-6pm at our Royal Oak office located at 4303 Delemere Ct.
- We operate on a contactless pickup, therefore please do not enter the building. Simply call 248-549-5242 and a team member will bring your order to your vehicle.

Charges & Fees

- The minimum order for delivery is \$50.
- There is no minimum amount for pickup.
- Delivery fees are based on geography from our kitchen in Royal Oak. Delivery fees begin at \$10 per order and increase to \$40 based on zip code.
- There is no fee for pickup service.
- Your order will be charged in full the Monday before your order. After processing, the system will email you a receipt to the email address on file.

Changes & Cancellations

- Changes to confirmed orders will be honored if received by Sunday at midnight.
- Cancellations will be honored with a full refund if received by Sunday at midnight. After this deadline your order cannot be canceled and will be charged in full.