

FREQUENTLY ASKED QUESTIONS



ORDERING & REGISTRATION

HOW DO I PLACE MY ORDER?

Orders are done via our website. Register here today:
<http://www.eataldesco.co.uk/register.aspx>

WHEN DO I NEED TO ORDER BY?

Order online by 6:30pm for next day delivery.

WHAT IF I NEED TO CHANGE OR CANCEL AN ORDER?

We don't accept on the day cancellations. If you would like to change or cancel, please EMAIL your request to us by 5pm on the working day before the delivery date.

Note: Cancellation is invalid without our written confirmation.

DO YOU DO LAST-MINUTE ON-THE-DAY ORDERS?

Yes! We understand that last-minute meetings arise, so if you call us, we'll do our best to make it happen for you. We aim to deliver these by 1pm.

WHAT TIME WILL MY FOOD BE DELIVERED?

At checkout you will get the choice of TWO Breakfast slots starting from 7:30am and

THREE Lunchtime slots starting from 10:00am

WHERE DO YOU DELIVER?

Please refer to the shaded zone on our online map. If you would like us to deliver, but are located outside the zone, give us a call: no doubt we can help.

IS DELIVERY FREE?

Yes - for orders over £30 excl VAT. A small delivery fee will apply for orders that don't meet the minimum charge or are located outside of our delivery zone.

CAN I PAY BY CREDIT CARD?

Yes - We accept online payments of Visa, Mastercard and Amex (charges apply). Visa and Mastercard payments can also be made over the telephone.

CAN WE SET UP A COMPANY ACCOUNT?

Yes - we offer accounts for businesses that look to order with us on a regular basis. Email us at: accounts@eataldesco.co.uk to get a credit application form.

CAN I ACCESS PREVIOUS INVOICES ONLINE?

Yes - log into your online account for printable PDF copies. Alternatively, get in touch and we can help with order confirmations and invoices.

ABOUT OUR FOOD

WHERE CAN I FIND YOUR ALLERGEN INFORMATION?

An allergen breakdown can be found here:
[click here](#)

DO YOU CATER FOR RELIGIOUS DIETRY REQUESTS?

Yes - we have a Pork-Free Sandwich Platter and Halal chicken available.

DO YOU DO GLUTEN-FREE?

Yes indeed! Our Gluten-Free options can be found when ordering. If you can't find what you're looking for or are unsure of what to select, then give us a call.

WHICH FOODS ARE SUITABLE FOR MUMS TO BE?

We advise that you contact your GP for advice on what to eat whilst pregnant. We will be happy to provide you with specific information.

WHAT FANTASTIC CHOICE! - CAN YOU HELP ME CHOOSE?

Yes we can! Our friendly team members are always at the end of the telephone/email eager to help.

WHAT SHOULD WE DO WITH THE PACKAGING AFTER WE HAVE EATEN?

Our platter packaging is 100% biodegradable, so we advise it go into food waste or general waste.

OTHER

I'M SO HAPPY WITH AL DESCO I WANT TO SHARE MY JOY

Please feel free to spread your joy via the "contact us" section of our website, which can be found here: www.eataldesco.co.uk/contactus or find us on Twitter: @eataldesco

I'D LIKE TO LEAVE MY FEEDBACK

Being an independent business, we very much appreciate any feedback. Please leave it here: www.eataldesco.co.uk/contactus.

I'D LIKE TO WORK FOR AL DESCO, WHAT CAN I DO?

Please send your CV and cover letter to info@eataldesco.co.uk

ARE YOU ON SOCIAL MEDIA?

Absolutely! Click the icons on our homepage. We'd love to hear from you.

T: 020 3142 6870

W: eataldesco.co.uk

   [eataldesco](http://eataldesco.co.uk)

