

## CLOCKJACK DELIVERIES: FAQs

### **Where do you deliver?**

We currently deliver individual and group orders to EC (1, 2, 3, 4), E1 (1, 6, 7, 8), E1W (1, 2, 3), WC (1, 2), W1 (D, F, W), N1 6, SE1 (0, 1, 2, 3, 8, 9), SW1 however if you are outside these areas, and wanting to place a large order do give us a call on 0207 621 0226 and we'll see what we can do.

### **What's the minimum order?**

£15 for delivery within the postcodes mentioned above.

### **What's the maximum order?**

Who says that there should be such a thing? We have catered orders for individuals, and for groups of 100+. Please do get in touch if you would like to discuss what we can do for a larger group.

### **What are your opening hours?**

Monday to Friday: 8am – 10pm

### **What's the cut off time for orders?**

There is no cut off time – we are happy to have orders placed a month or two in advance, and are also happy to take last minute orders, although we would recommend calling us on 0207 261 0226 if you have a last minute order and want to check how long it will take to deliver.

### **How can I pay?**

We accept all major credit and debit cards including AMEX, or you can create a credit account with us and pay by BACs when we issue a monthly invoice.

### **Can I collect my order?**

Of course – there is no minimum order for collection. You'll find us at 3a Botolph Alley, London, EC3R 8DR

### **Can I order over the phone?**

You're welcome to order online and pay at [clockjackdeliveries.co.uk](http://clockjackdeliveries.co.uk), but we are happy to take orders over the phone.

### **Can I make changes to a recipe?**

We're always happy to discuss dietary requirements – call us on 0207 621 0226, or email us at [city@clockjack.co.uk](mailto:city@clockjack.co.uk)

### **Can you deliver hot food?**

Our team has years of experience in delivering piping hot food around London, so yes, we absolutely can and do!

### **How do I get an invoice or receipt?**

If you have a credit account with us, we will email your invoices to you. If you order and pay online you will receive a receipt via email.

### **How do I set up a credit account?**

If you order regularly and would like to find out the benefits of opening a credit account with us then please email [city@clockjack.co.uk](mailto:city@clockjack.co.uk)

**If we haven't covered your question here, please give us a call on 0207 621 0226 or email us at [city@clockjack.co.uk](mailto:city@clockjack.co.uk) and we'll be happy to help.**