

### **What is kibbeh?**

Kibbeh is authentic foods, delivered. We link you to nearby speciality stores and deliver within 3 hours. We are not a retailer or producer of any merchandise.

### **How long will it take for my order to arrive?**

We deliver the same day, within three hours. At checkout, you can schedule a delivery from the available time frames.

### **What are “recipes”?**

Find some of your favorite Mediterranean dishes and specialty foods under recipes. By clicking a recipe, you will see all of the items that are needed to prepare that dish.

### **Late delivery, wrong items, or any other service problems:**

If you have ANY issues, email, call or text us!

[info@kibbeh.co](mailto:info@kibbeh.co)

### **What kind of food is it?**

We focus on family owned speciality stores that sell middle eastern, asian, and indian ingredients.

### **What stores does kibbeh deliver from?**

We are partnered with many stores near you. Once logged in, select your favorite store from the list of nearby stores in the upper left hand corner.

### **How can I request kibbeh to partner with a store not already listed?**

Kibbeh is always expanding. Send us an email at [info@kibbeh.co](mailto:info@kibbeh.co)

### **Is the meat Halal?**

Most of our partner stores offer halal meat. All halal meats clearly state HALAL in the description.

**What happens if an item is out of stock?**

If it happens that a product you ordered is out of stock, we will contact you to substitute a similar item or remove it from your order.

**How can change the order I placed?**

If you placed an item by mistake or change your mind, let us know ASAP before your order is dispatched.

**Can I place orders from different stores at the same time?**

Yes, simply add the products that you need from each store, and the cart will take care of the rest. Keep in mind, different stores have different minimum orders.

**What is the minimum price for placing an order?**

Yes, the cart will show the minimum order for each selected store.

**Do I need to be home to receive my order?**

Packages are usually left at the door, If your order contains perishable items and you are not available please let us know ASAP and we will do our best to reschedule.

**When the deliveries will be made?**

Standard delivery hours are between 9AM and 9PM, in this time is assumed 3 hour delivery windows.

**How do I add, change or remove a delivery address?**

You can change your delivery address in account settings by clicking on your actual address and inserting the address that you want to replace with. You can also add multiple addresses to a list.

**How do I change the phone number on my KIBBEH.CO account?**

You can change your phone number linked with your account in account settings in personal information tab, entering your number that you want to replace with and then pressing save account information.

**Are there any surcharges?**

No, there is never a surcharge for deliveries regardless of the holiday.

**What is the delivery cost?**

Delivery cost depends on your location and the distance traveled. The delivery fee is automatically calculated and displayed in the cart before you checkout.

**What is estimated taxes or fees?**

When you checkout we give you an estimation for the sales and other type of taxes and fees for example, bag fees or bottle deposits. It is the same fees the are applicable in the store. Final charge for price and taxes are included in your bill.

**What are the items you cannot deliver?**

We make our full efforts to deliver items you need but if something is out of stock or we are legally bound not to deliver that item, we are sorry. We also make special effort to make your order available if you make any special request.

**Does gift cards are acceptable as payment?**

No we do not accept gift cards in payment. We currently accept credit cards and debit cards.

**How can I add or remove the credit card?**

You can anytime change or remove the credit card information you have provided us. You need to login your account and in account setting you need to choose the payment methods option.

**Can I add note to my order?**

Yes when you place the order you can see add a note option with your shopping cart, here you can add note to your order.

**Do you replace out of stock order?**

We personally do not replace out of stock items. However if you have mentioned another item in replacement we will replace the item otherwise you will get refund for your item.

**Where do you deliver?**

We are working on expanding everyday, however if your area is not in our delivery range, please send us a message. You will be the first to know when we start delivering in your area.

**How can I create an account on Kibbeh.co?**

You just need to go to our website [www.kibbeh.co](http://www.kibbeh.co) and use your valid email address or Facebook account to create a login.