

## 19. Special Items

Q19-1: What is live seafood delivery?

A19-1: Live seafood uses: - Specialized insulated boxes - Oxygen bags or circulating oxygen systems - Cold chain or dedicated express delivery

Quality Guarantee: Ensures products arrive alive

Restrictions: Some areas may have limited delivery times and dates

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Q19-2: What is aged meat?

A19-2: Aged meat undergoes wet or dry aging processes to enhance tenderness and flavor.

Dry Aging: Requires full temperature and humidity control, vacuum-packed before shipment and maintained at low temperature during delivery

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Q19-3: Can I request custom cutting or portioning?

A19-3: Some products (such as steaks, seafood, vegetable boxes) support custom cutting or portioning services.

Ordering Method: Need to note cutting method or weight requirements when placing order

Fees: May incur additional charges

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Q19-4: What gift box options are available?

A19-4: We provide:

Holiday Gift Boxes: - Mid-Autumn Festival, Dragon Boat Festival, Chinese New Year

Other Options: - Corporate gifts - Customized gift boxes

Value-added Services: Can include greeting cards, company logos, ribbon packaging, etc.

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Q19-5: What seasonal limited products are available?

A19-5: Seasonal offerings: - Spring: Strawberries - Summer: Irwin mangoes - Autumn: Pomelos - Winter: King crab

Note: Limited quantities, recommend pre-ordering

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Q19-6: How are special items with scheduled delivery arranged?

A19-6: For items like live lobster, fresh-caught fish: - Can specify delivery date (limited to areas accessible by home delivery) - Need to order at least 3-5 days in advance - Confirm someone will be available to receive on that day

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Q19-7: Do special items have guaranteed weights?

A19-7: Net weight or weight ranges will be indicated.

Insufficient Weight: If actual weight is insufficient, equivalent compensation will be provided (replacement shipment or refund)

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Q19-8: How are prepared food products delivered?

A19-8: Prepared foods are processed on the day of preparation:

1. Vacuum sealed and rapidly cooled
  2. Delivered via refrigerated home delivery
  3. Ensures freshness and food safety
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Q19-9: Can special items be returned or exchanged?

A19-9: Unless there are product defects or delivery errors, special items such as live seafood and aged meat cannot be returned or exchanged.

Recommendation: Inspect immediately upon receipt and preserve complete packaging

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Q19-10: Can prices be negotiated for corporate purchases or large orders of special items?

A19-10: Yes, please contact dedicated corporate customer service: - Provide quantity, specifications, and delivery locations - We will provide quotations and exclusive offers