

9. Delivery Options

Q9-1: What delivery methods are available?

A9-1: We provide multiple delivery options: - Cold chain delivery (refrigerated/frozen) - Room temperature delivery - Convenience store pickup (supported for certain products and temperature zones) - Store-to-store delivery (specific events or partner stores) - Special delivery (live seafood, bulk purchase dedicated vehicles)

Q9-2: How is shipping calculated?

A9-2: Shipping fees vary by delivery temperature zone, region, and shipping method:

Shipping Rates: - Room temperature: NT\$100-150 - Refrigerated/Frozen: NT\$150-200 - Convenience store pickup: NT\$60-80

Free Shipping Threshold: Free shipping thresholds are clearly indicated on checkout page (e.g., free shipping on orders over NT\$1,500).

Q9-3: Can products from different temperature zones be shipped together?

A9-3: Yes, but different temperature zones require separate shipping, which may result in: - Multiple shipping fees - Different delivery dates

Q9-4: How long does delivery take?

A9-4: Delivery timeframes: - Room temperature/refrigerated/frozen home delivery: 1-3 business days after order - Convenience store pickup: 2-4 days after shipment - Pre-order products: Based on estimated shipping date on product page

Delays: May be delayed due to holidays or weather conditions.

Q9-5: Can I specify delivery time slots?

A9-5:

Home Delivery: Time slots available (morning, afternoon, evening), but actual delivery time depends on logistics company operations and route arrangements

Convenience Store Pickup: Time slot specification not supported

Q9-6: Which areas require additional shipping fees or don't offer delivery?

A9-6: Remote areas and offshore islands (Penghu, Kinmen, Matsu, etc.) may have: - Additional shipping fees - Temperature zone delivery restrictions

Fee Calculation: Detailed regions and additional fees are automatically calculated during checkout.

Q9-7: How do I track packages during delivery?

A9-7: Shipping notifications sent after dispatch:

Notification Methods: - SMS/Email/APP push notifications - Include logistics tracking code and query link

View Progress: Members can check delivery progress in “My Orders”.

Q9-8: What happens if I’m not home during delivery?

A9-8:

Home Delivery: Will arrange redelivery or store at nearby pickup station based on recipient situation

Convenience Store Pickup: Packages held for 7 days, returned to sender if not collected after expiration

Q9-9: How are live seafood products delivered?

A9-9: Live seafood uses: - Dedicated cold chain express delivery - Insulated boxes with oxygen bags for shipping

Quality Guarantee: Ensures products arrive alive

Restrictions: Some areas have limited delivery dates and times

Q9-10: Do you offer overseas shipping?

A9-10: Currently only deliver to Taiwan main island and some offshore islands, no cross-border shipping available.

Corporate Needs: For corporate partnership needs, please contact customer service to discuss project delivery options.