



**Q: Why is there a change in the webshop delivery policy?**

A: Due to the growing number of NESCAFE® Dolce Gusto® members, we want to ensure we can provide a great level of service to as many members as possible. The best way is to minimize cases where no one is there to receive the product by letting members select their delivery dates.

**Q: What are the changes to the new webshop delivery policy?**

A: The key change is that you are now able to specify your preferred delivery date among a set of dates that we provide. Previously members are only informed that delivery will take place anytime between a range of dates. If they were unable to receive the product, it would have to be re-delivered.

**Q: How am I able to select a date?**

A: Within 3 working days upon placing your order, you will receive an SMS and email alert by our logistics service provider (currently XDel Singapore Pte Ltd) with a URL link to their delivery platform. There will be a range of dates to select from, within the hours of 9am – 6pm.

**Q: How are these dates given to me calculated?**

A: The dates are based on your delivery address and the optimal daily route that is planned to service our members in your general area.

**Q: If I am not available on the range of dates given, what should I do?**

A: You may arrange a time and date of your preference. A small fee for administrative and fuel costs is required for each option selected as the delivery personnel will have to change the optimal delivery route to deliver your item on time. The fee is directly paid directly to our logistics partner to manage these costs. Nestle Singapore Pte Ltd does not receive any of these additional fees.

**Q: Why is the 9am – 6pm delivery timing of my selected day so broad?**

A: In order to provide all our members with timely delivery on their selected day, the optimal route is based on the number of orders, traffic and delivery locations for that day. Hence we are unable to guarantee specific delivery timings for each individual delivery.

**Q: Why am I charged if I want to change address or specify a delivery date/timing of my preference outside of the range provided?**

A: A small fee for administrative and fuel costs is required as the delivery personnel will have to change the optimal delivery route to deliver your item on time. The fee is directly paid directly to our logistics partner to manage these costs. Nestle Singapore Pte Ltd does not receive any of these additional fees.

**Q: If I selected a delivery date but I accidentally missed it. What happens?**

A: You will receive an SMS alert that you have missed your delivery. The URL in the SMS will link you to a page to reschedule for a re-delivery. The full fee of \$17.20 (inclusive of GST and Paypal admin fee) for standard delivery service will be charged. You can only schedule for re-delivery via the web platform.

**Q: If I do not wish to pay for redelivery fee, what other options are available to me?**

A: You may select the self-collection option via the online booking platform at our logistics partner's address. Please select online before self-collection.

- **Blk 209 Henderson Road #01-01, Henderson Industrial Park, Singapore 159551**
- **Collection timings: 9am – 6pm (Weekdays), 9am – 1pm (Saturday)**
- **Self-collection is not available on Sundays and Public Holidays**

**Q: Why am I charged these extra amounts even if I have spent at least \$80 on the webshop for free delivery?**

A: A minimum spend of \$80 on webshop entitles you to a free first delivery attempt to your registered address based on our optimal delivery route schedule. As we want to provide the best service to all our members by minimizing on out-of-schedule and re-deliveries; additional fees will be charged by our logistics partner for redelivery pursuant to a failed delivery, in view of the handling and fuel costs.

Thank you for your support and understanding of our webshop delivery policy changes. If you have any queries or feedback please let us know at 1800 836 7009 or [dolce.gusto@sg.nestle.com](mailto:dolce.gusto@sg.nestle.com)