

Welcome to



Thank you for choosing Paleo Delivers, and congratulations on your commitment to eating fresh and healthy!

What You Need to Know

Storing Your Paleo Meals and Snacks All of our Gourmet Paleo Meals are prepared and delivered fresh. Please place the meals and snacks in your refrigerator until you are ready to heat and eat!

Heating Instructions Most dishes reheat best and retain their quality better using a conventional oven. Transfer meals to an oven safe dish and place in an oven for 8 - 10 minutes at 325°. We know time isn't always on your side, so your meals can also be heated in a microwave with your container lid slightly ajar at 50% power. We suggest starting at one minute and checking for desired temperature. Symbols are next to each menu item indicating the best way to enjoy, hot or cold.



Hot



Cold

For Clients with Special Order Notes (Allergies or Dislikes) The daily menus will always show the regular menu for that day. Special order changes/ substitutions will be noted on the container for the meals and snacks that are affected by the order specifications.

Your Cooler Bags and Cooler Packs Paleo Delivers will exchange your empty bags and cooler packs daily with new bags and cooler packs. Please be sure to leave your empty cooler bags and cooler packs out each night (except Saturday) in a designated shady place where you will receive your next delivery. Please do not leave any food or containers in the bags as it is against Health Code Regulations. If you do miss a day of bag returns, please just be sure to leave the bags out the following day. Our team inventories returned bags and you will be charged \$20 for any unreturned bags and \$5 for any unreturned ice packs.

Meal/ Delivery Problems Paleo Delivers strives to exceed your expectations every day. Please contact us via email or phone within 24 hours with any issue so we can correct it for you.

Suspensions or Plan Changes Due to Paleo Delivers sourcing the freshest ingredients and premium proteins, we have a 48-Hour / 2 Day Policy for changes to the account. The 48-Hour / 2 Day policy applies to all orders, program changes, delivery stops, and suspensions. Any suspension requests made after the 48-Hour / 2 Day deadlines will result in that day being used as part of your plan. We cannot accommodate any cancellations or order change requests after your meals are en route or have been delivered.

Your Paleo Delivers Customer Service Team Please do not hesitate to email our customer service team at info@paleodelivers.com or call/ text us at 310-795-7750 with any questions or if there is anything else we can do for you to assure that you have a phenomenal experience with Paleo Delivers!

Wishing you tremendous success in reaching your health and fitness goals with Paleo Delivers.

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