

FAQ's

Redefined Food Co LLC

160 Cypress Point Pkwy Unit A106 Palm Coast, FL 32164

(located in City Market Place- Green Roof Building near the Gazebo close to Your CBD Store and Best Buy Real Estate)

redefinedfoodco@gmail.com

386-627-8885

Hours M-W 10 am to 8 pm, Thursday-Saturday 10 am to 3 pm Closed Sunday

What is Meal prep and how do I order?

We offer fully cooked healthy meals every week. We post our menu for the following week on our website www.redefinedfoodco.com You can either pre-order (subscription) by Saturday at 2 pm for pickup beginning Wednesday. Pre-ordering saves money. The Grab-n-Go fridge in our storefront is available on a first come first serve basis.

Do you offer Gluten Free and Vegan meals? What variations to the meals can be made?

Some of our meals are gluten free (GF) and we offer at least one vegan meal a week (V). We batch cook all of our food; therefore, we currently do not accept special orders (like food with no garlic). We do offer three size of meals;

Traditional - contain 4 oz of protein, 3 oz healthy carb and 3 oz veggies

Athlete - contain 6 oz of protein , 5 oz healthy carb. and 3 oz veggies

Low Carb - contain 4 oz of protein, 3 oz Cauliflower Rice. and 3 oz veggies

What's the benefit of a subscription?

The benefit of ordering via subscription is that if we sell out in the Grab-n-Go you are guaranteed to get you meals. Subscription customers also save money on their meals. See the subscription information below.

Do I pick my own meals each week and when do I pick up?

You can choose your meals each week or let the computer randomly select your meals for you. We suggest picking up your meals by the close of business Wednesday night. You may ask us to freeze your meals when you place your text order.

What happens if I can't pick up my order?

If you cannot pick up your order by close of business Thursday we will freeze your meals but if the meals are not picked up by close of business on Saturday, we will have to discard your order and you will not be eligible for a refund. Of course, if you have made previous arrangements with us for holding your frozen meals longer, we will honor that request.

Can I pause my subscription?

If you need to pause your subscription, please email us at redefinedfoodco@gmail.com .

What else do you offer besides meals?

In store we offer a variety of services including housemade gluten free and vegan baked goods, acai bowls and smoothies, fresh pressed juices, and a limited fresh sandwich menu and Buddha Bowls. Check out our website to order online or stop in during normal business hours.

www.redefinedfoodco.com

How do I get additional answers to my questions?

If you can't find your answers under FAQ's, please email us at: redefinedfoodco@gmail.com or call us at (386)627-8885 during normal business hours.

How do I sign up for the subscription? Once you decide you would like to be a subscription customer, we will email you a google form and then we would need you to come into our storefront to set up your account on our Clover POS system.

How can I change my subscription to receive fewer or more meals?

Just email us by Saturday at 2 pm. [www.redefinedfoodco@gmail.com](mailto:redefinedfoodco@gmail.com). We will need to get your credit card information again because your information will only be saved under one plan.

How long are the fresh meals good for? We suggest the following guidelines:

Seafood + Egg eat within the first 2-3 days of freeze

Poultry Eat within the first 3-5 days or freeze

Pork + Beef - Eat within the first 5-6 days or freeze

When will the menu become available?

The menu is available on our website www.redefinedfoodco.com Then, scroll down to - see our full menu.

Do I have to order a minimum number of meals?

For pre-order (subscriptions) you must order based on the chart below. If you would just like to order from the Grab and Go Fridge so your meals are ready when you come into our storefront, you can order online Wednesday's from our website www.redefinedfoodco.com under the Redefined-Order Online tab.

What if I have allergies to certain items?

We list all ingredients on the labels.

How do I warm my meals?

The meals are placed in BPA Free containers. Just crack the lid and heat in the microwave for 1 - 2 minutes.

Can I get my meals delivered?

Meals are delivered to **residential customers** Wednesday mornings. If you will not be home for delivery, we ask that you leave a large cooler with plenty of ice packs outside your front door so the meals stay cold and fresh. A separate delivery applies. Meals must be pre-ordered for delivery by our pre-order deadline.

We have a pickup location at FIT Physical Therapy and the meals are available there by noon on Wednesday but need to be picked up by 4:30 PM on Wednesday.

Do you cater?

Please stop in or call if you have any special requests. Joey loves to be creative!

Prices Effective July 29, 2023

| Meal Plan | Cost Per Meal | Cost Per Week |
|-------------------|---------------|---------------|
| 5 Meals Regular | \$11.25 | \$56.25 |
| 5 Meals Low Carb | \$12.25 | \$61.25 |
| 5 Meals Athlete | \$13.25 | \$66.25 |
| 7 Meals Regular | \$10.75 | \$75.25 |
| 7 Meals Low Carb | \$11.75 | \$82.25 |
| 7 Meals Athlete | \$12.75 | \$89.25 |
| 14 Meals Regular | \$10.25 | \$143.50 |
| 14 Meals Low Carb | \$11.25 | \$157.50 |
| 14 Meals Athlete | \$12.25 | \$171.50 |