

The Shadow Chef
Gourmet Delivered. Gourmet Made Easy.

Offline Order Form



A Caribbean Caterers Company

Dear Customer,

Thank you for using The Shadow Chef for your drop off catering needs. Our mission is to provide gourmet food at an affordable price. You may place your order online at www.theShadowCHEF.com or by using this offline order form.

How to use this form

Step 1: Fill out the form

Fill out the form in its entirety. If you are ordering gift certificates, don't forget to include the Gift Certificate Order Page.

Step 2: Submit the form

Please return the form by fax, email, mail or in person. Please remember that orders & payments must be received at least 48 business hours (excluding public holidays) before your delivery/pick up date. If you mail your form, let us know so we can look out for it.

Step 3: Confirmation

You will receive an email confirmation within 4 business hours of our receipt of the order.

That's it! We will see you at the appointed delivery/pick up time.

Although you have placed your order offline, we will create an online account for you. You will be able to login in order to print receipts, check your TSC points and view your past orders. We will email you a temporary password once the account has been set up.

If any questions arise, please contact us at ClientSupport@theShadowCHEF.com or 301-255-0001.

Thanks again for choosing The Shadow Chef.

Sincerely,

The Shadow Chef Team

I have an existing account with The Shadow Chef. Yes_____ No_____

Today's Date:	Nickname Name Your Order (optional):
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BILLING INFO:

Name:	
Organization:	
Address:	
City/State/Zip:	
Email:	
Phone:	Fax:

DELIVERY ORDERS ONLY- DELIVERY INFO

All deliveries will arrive hot and ready to serve.
Delivery is available Monday- Saturday 7am-10pm, except public holidays. Contact us for Sunday and Holiday delivery availability and pricing. Deliveries will be made within ½ hr of delivery time, i.e. for 1PM delivery, your driver will arrive between 12:30 & 1:00PM.

Date:	Time:
Name of Onsite Contact:	
Name of Site (if applicable):	
Circle One Residence Business	Phone:
Address:	
City/State/Zip:	
Special Instructions:	

PICK UP ORDERS ONLY

All pick ups are cold and our made from our office. Reheating is necessary.
Pick up must be made Monday- Friday 9am to 4pm, except public holidays. Contact for weekend and holiday availability.

Pick Up Date:	Pick Up Time:
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Name & Cell of person picking up:

Product Details

Item	Qty	Unit Cost	Total
		X	
		X	
		X	
		X	
		X	
		X	
		X	
		X	
Free Buffet Serving Utensils for Each Dish?		X	
Equipment Rental- Insulated Tray Container		X	
Shipping Hot Delivery within Montgomery County, MD- \$70 Hot Delivery to Greater Washington, DC area- \$90 Cold Pick up from our office- Free			
		Sub Total:	
		MD Sales Tax (6% of subtotal)	
Gift Certificate (if applicable) Please also attach the gift certificate order page		GC Total:	
Gift Certificate/Coupon Code		Code:	Discount:
		Grand Total:	

Gift Certificate Order Form

When ordering a gift certificate please include this page with your order form.
Not ordering gift certificates? Go to the next section.

You may choose between a paper and electronic certificate.

- Electronic Certificates will be emailed to you within 24 business hours of the purchase. The certificate will be a beautiful jpg image that you can email to the recipient.
- Paper Certificates will be mailed to your billing address within 3 business days of purchase. An envelope will be included.

Gift Certificates are valid for one year after the original date of purchase.

Gift Certificate Denominations:

- \$25
- \$50
- \$75
- \$100
- \$150
- \$200
- \$250
- \$300

Denomination	Qty		Unit Cost	Total
		X		
		X		
			Total:	

Which type of gift certificate would you like? (circle one)

Email

Mail

Gift Certificate Printing (optional):

To line: _____

From line: _____

Terms & Conditions

Use of Product

The Products provided are for non commercial use only and are not for resale or repackaging. Client may not add to, take away from, or change product in any fashion. The products are to be presented and served without alteration or addition. Products may not be represented as the product of another company.

Warranty

The Shadow Chef represents and warrants that high quality ingredients have been used to prepare its Products. The Shadow Chef is committed to excellence in preparation of all its Products.

Equipment Rental

Clients choosing delivery may rent one or more insulated food containers. Containers must be used as per the manufacturer's usage guidelines. Client agrees to exercise reasonable care when handling the containers. If the container is returned broken, defaced or distressed, a \$50.00 fee will be assessed. If the container is not returned or returned damaged to the point of disrepair, a \$200 fee will be assessed. The credit card on file will be used, unless the client specifies otherwise.

Food Allergies

The Shadow Chef and Client are aware that at any event where food is offered a guest's food allergies could become an issue. It is Client's responsibility to inquire about the known food allergies of guests that will be in attendance. The Shadow Chef will make suggestions of alternative items to order, if such items are available, that will not react to the known allergies.

Change of Order, Cancellation and Refund Policy

Changes to your order may be made 2 business days, excluding public holidays, prior your delivery or pick up date.

Increasing your order

Client may increase an order only by written notification within 2 business days of the pick up/delivery date. If minor changes need to be made later, please contact us to see if we are able accommodate you. The balance will be due immediately. Client has the option of charging the balance to the credit card on file or providing another credit card.

Decreasing your order

Client may decrease an order only by written notification within 2 business days of the pick up/delivery date. A store credit will be issued for the difference, if any. Decreases to an order received within 2 business days, excluding public holidays, of the pick up or delivery date will not receive a store credit or refund of any kind.

Canceling an order

The term “cancellation” shall mean that the order has been rescinded by either party. If contract terms are modified and agreed to by The Shadow Chef and Client, then the order is not considered cancelled. Client may cancel an order only by written notification. In the event that Client cancels an order 2 business days, excluding public holidays, prior to the delivery or pick up date, a store credit will be issued. In the event that Client cancels an order within 2 business days, excluding public holidays, of the delivery or pick up time, all payments made will be forfeited.

Refund Policy

Orders canceled or decreased 2 business days, excluding public holidays, prior to the pick up or delivery date will be issued a store credit for the balance or difference. A store credit or refund will not be made on orders canceled or decreased within 2 business days, excluding public holidays, of the pick up or delivery date.

No refund or store credit will be issued after an order has been picked up or delivered.

Insurance

No certificate of insurance will be provided.

Tax Exemption

501c(3) organizations should contact us before placing an order so taxes can be excluded.

Fraudulent Credit Card Charges

You are authorized to use the credit you have provided us. You agree to pay the bill, in accordance with your credit card agreement.

Pricing

Prices are subject to change without notice. The Shadow Chef makes every effort to avoid typographical errors but we do not warrant that our posted prices are error free. In the event that an error has made, The Shadow Chef will contact you before the payment is processed to seek your approval of the corrected price.

I have read, understand and agree to the Terms & Conditions.

Signature: _____

Date: _____

Payment

PAYMENT BY CREDIT CARD OR DEBIT CARD

Name on card: _____

Visa, MC, Disc, Amex: _____

Card Number: _____

Exp date: _____

Amount: _____

I authorize payment to The Shadow Chef in the amount stated above for services described herein. I acknowledge that the amount will be charged to the above-stated credit card. Your card will reflect a charge from Caribbean Caterers.

Credit Card Authorized Signature:

Return this entire form (including Gift Certificate Order Page, if applicable) to The Shadow Chef by fax, email, mail or in person. Please remember that orders & payments must be received at least 48 business hours before the delivery/pick up date (excluding public holidays).

The Shadow Chef
12352 Wilkins Avenue
North Bethesda, MD 20852
301 255 0001 (phone)
301 255 0003 (fax)
ClientSupport@theShadowCHEF.com

Thanks again for choosing The Shadow Chef!
A Caribbean Caterers Company

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