

MEAL PREP SERVICE

Our balanced meal prep service consist of food from various food groups such as Protein, vegetables, grains (complex carbohydrates) and fruit. **High protein meal prep attracts extra fees**

It is very important that you read the policy and frequently asked question

FREQUENTLY ASKED QUESTION

WHAT KIND OF FOOD DO YOU COOK?

we believe in eating food made from real, whole, natural ingredients. we cook healthy, fresh, meals and are able to accommodate for any personal dietary needs or allergies. we have cooked for clients on specific diets such as balanced, vegan, pescetarian, whole30, paleo, & ketogenic.

HOW ARE THE MENU?

We have 3 different menu that are used for the 25 days

HOW ARE MEALS MADE?

Meals are made freshly daily

HOW ARE MEALS DELIVERED?

Meals are delivered daily, we open for meal prep 9am daily so meals delivery starts 9am daily.

CAN I CHOOSE PREFERRED DELIVERY TIME?

Yes you can as long as the time is between 9am to 3pm

HOW DO YOU PACK YOUR MEAL PREPPED FOOD?

We use microwaveable plastic PET containers to packed food, this is so just in case you need to heat your food in microwave. It is your responsibility to store your food once it has left our kitchen

WHY DO WE USE PLASTIC CONTAINERS?

We use plastic containers because they are lighter to carry, reusable and environmentally friendly

WHICH MEALS ARE FOR WEIGHT LOSS?

Our meals are tailored to at least 1200 calories for 3 meals (or 350 /450/ 400 calories for breakfast, lunch and dinner respectively)

We offer meals for various dietary needs such as for weight loss or weight gain

** Keep in mind that creating a balanced diet (even for weight-loss) should include a balance of all macro nutrients.

DO YOU OFFER WEIGHT LOSS PLANS?

We have various plans to fit your weight loss goal, just consult our nutritionist 08026034354 for private consultation before starting a program. Special consultation fee with detailed 28 days tailored plan is N30,700 including tax.

WHAT ABOUT MALE PORTIONS?

Because men need more protein in their meals, we charge extra fees for male meal prep service

WHAT ABOUT CONSULTATION?

We have an in-house certified nutritionist available for consultation at a fee, please book for one if you need it. Working with a nutritionist helps to breakdown your goal in a more sustainable manner to enable you achieve set goals. Whatsapp 08026034354 to book for consultation.

MEAL PREP POLICY

IMPORTANT HEALTH INFORMATION

People with certain conditions **MUST HAVE** physician approval prior to ordering any Healthnhealthy consumable goods; these include, but are not limited to people who: (a) are pregnant, (b) have anorexia or bulimia, (c) have chronic kidney disease, (d) children under 17 years old, or (e) nursing mothers. People with these or any other serious health conditions must seek physician approval before ordering any Healthnhealthy consumables.

WEIGHT LOSS AND HEALTH CLAIMS

Healthnhealthy provides weight loss and health information solely for informational purposes. Weight loss and health results are not guaranteed if you do not do your part of the work by eating healthy food portion and exercising. Actual results will vary widely from individual to individual. By purchasing from Healthnhealthy, you acknowledge that Healthnhealthy does not make any claims, guarantees, explicit or implied, for any specific results.

NUTRITION INFORMATION

Please note that nutritional information on our site reflects recent updates to meals based on evolving ingredients. The nutritional information for meals at the time of their preparation is reflected on the labels on our meal containers.

PAUSE A SUBSCRIPTION

Following your Plan selection and placement and receipt of your first weekly order, you may pause a subscription to a Plan at any time emailing us on [**healthnhealthy101@gmail.com**](mailto:healthnhealthy101@gmail.com) **only**. Pausing a subscription must be done at least a week ahead and must not be more than 5 working days off.

FOOD MODIFICATION POLICY

All meals are pre-determined. **NO MODIFICATIONS**. Please list food allergies when filling meal prep form. If you make note to your order for any modifications, your request will not be granted. All meals are pre-determined unless a food allergy is noted. To customize your meals, please create your meals and email to [**healthnhealthy101@gmail.com**](mailto:healthnhealthy101@gmail.com) to get an accurate quote for that. Healthnhealthy is not responsible for unavailability of substitutes if demand is low, item not discounted or for any other reasonable situation.

CREDITS & REFUNDS POLICY

If you would like to cancel your order for any reason, you must submit your refund request by email to our customer service department at *healthnhealthy101@gmail.com*. A cancellation fee of 30% of your payment will be subtracted from your subscription fee and a store credit will be available to you, this means we will not refund you cash but a store credit will be available to you to make purchase from our shop.

If you are unsatisfied with your meal(s), please contact and report any issues to *healthnhealthy101@gmail.com* within 30 minutes of that meal(s) being delivered/picked up. Healthnhealthy may require but is not limited to: photos of the meal(s) and documentations. An order will not be refunded on the grounds of taste or if the goals, such as weight loss or muscle gain, are not achieved.

NOT MEDICAL ADVICE

The information presented on this Website is in no way intended as medical advice or as a substitute for medical treatment. This information should only be used in conjunction with the guidance and care of your physician. Consult your physician before beginning any diet, nutrition, or fitness plan offered through the Website. Your physician should allow for proper follow-up visits and individualize your diet, nutrition, or fitness plan as appropriate. Nothing stated or presented on the Website is intended to be a substitute for professional medical advice, diagnosis, or treatment. Our in-house dietician is meant to offer internal advice to our staff on meal composition, but not to be interpreted as medical advice for our clients. Always seek the advice of your physician or another qualified healthcare provider if you have any questions regarding a medical condition, your diet, nutritional supplements, an exercise regimen, or any other matter related to your health and well-being.

FOOD STORAGE

Healthnhealthy accepts no responsibility for damages related to meals that have been improperly stored. We are not responsible for spoilage, as we prepare all meals fresh. Every meal is made to order, we do not store cooked food for days then ship to you. After meals are delivered they should be refrigerated promptly. Failure to promptly refrigerate meals will absolve Healthnhealthy of any liability or responsibility for damages related to meals that have been improperly stored after delivery.

STATEMENT REGARDING FOOD ALLERGIES.

If you have any allergies, you must notify Healthnhealthy prior to making a subscription. If you are a current Healthnhealthy customer, and discover that you have an allergy, or develop an allergy, you must notify Healthnhealthy immediately. Failure to notify Healthnhealthy of new allergies will limit our liability for any and all damages to the cost of the order. Failure to notify Healthnhealthy of existing allergies will absolve Healthnhealthy of all liability for damages. The eight most common food allergens are as follows: milk, eggs, peanuts and tree nuts (such as almonds, cashews, and walnuts), fish (like bass, cod, flounder), shellfish (including crab, lobster, and shrimp), soy and wheat. Please be advised that some meals may contain these allergens and also contain the no-calorie sweetener, stevia. If you're allergic to any of these items, you should know that we prepare foods in our kitchens with these ingredients, and while we make every effort not to do so, we cannot guarantee that there won't be any cross contamination with your other meals. Food allergy reactions

can range from mild to severe. If you have any food allergies we advise you to exercise extreme caution when ordering from Healthnhealthy. If you have moderate to severe allergies we cannot recommend Healthnhealthy for you. Healthnhealthy may offer some gluten-free meals but these meals are not prepared in a gluten-free facility. If you have any questions regarding your food allergy, please contact our customer service department at 08026034354

FOOD SUBSTITUTION POLICY

Although Healthnhealthy takes every reasonable measure to have sufficient inventory to fill your order, availability of product(s) may change without notice. Healthnhealthy is not responsible for unavailability of product due to popular demand, whether discontinued or still in production. In the completion of orders, Healthnhealthy reserves the right to substitute a similar product. When making substitutions, Healthnhealthy takes great care to meet the requirements of your particular program or order. Substituted food items may contain different ingredients and allergens than those in items originally ordered. Prior to consumption, please be sure to carefully check all individual product packages for the most updated information regarding ingredients and nutritional content for any/all of Healthnhealthy's food products, including new and improved items, if you have any food allergies or if you are otherwise concerned about any particular ingredients. It is your responsibility to fill out your allergies on the meal prep service form, Healthnhealthy will not be held responsible for any issue if allergies are not listed on the form by you.

DELIVERY PROBLEMS

We sometimes use third-party carriers to deliver your food packages. It is very important that you provide us with the accurate delivery information and any special instructions the delivery driver may need. If you delay on delivery, delivery man will not wait longer than 5 minutes. If he leaves and comes back, then you'll pay for extra delivery. Always answer your phone and be ready to pick your meals.