



FAQs

- **How many meal programs do you have?**
 - *We have 4 different meal programs.*
 - **Paleo** is our most popular, and recommended for clients whose goal is weight loss. Known as the caveman diet, it includes lean meats, fruits, nuts, veggies and sweet potato. Free of refined carbohydrates and dairy.
 - **Olympian** program is designed for gaining and maintenance of lean muscle mass. Higher protein and carbohydrate amounts per meal.
 - **Healthy** meal program is perfect for those who just want to eat healthy and maintain their current weight without the hassle of trips to the grocery store, cooking, and cleaning.
 - **Vegan** meal program, is designed for the individual who wants to eat all foods derived from grains, seed, legumes, fruits, and vegetables, completely abstaining from the use of animal products.
- **How many meals per day are included?**
 - All of our programs come with a minimum of 2 full meals per day. You have the option of 3, 4, or 5 meals per day program.
- **What if I am allergic to or don't like certain foods?**
 - We can cater to any of your specific food allergies or dislikes. Upon signing up for your package please inform us of any allergies or dislikes you require. Example: 'You see shrimp stir fry on the menu, but you told us no shrimp. Chefs will make you a chicken stir fry or another alternate dish to fit your needs.' Your exclusions will never be in your meals. The member can receive up to 2 exclusions at no charge, 3 or 4 (4 being the max) will be an upcharge of \$1 more per day.
- **What areas do you service?**
 - We deliver to Pinellas, and Hillsborough County.

FAQs Continued

- **How many times a week do you deliver?**
 - 5 times a week. Our food is delivered to you the same day it's made. Always fresh, never frozen or prepackaged.
- **When will I receive my food?**
 - We deliver Sunday – Thursday between the hours of 2:00-9 PM. These meals are delivered the evening before to ensure freshness. Whatever time the driver arrives the first night will be the approximate time he/she will arrive each night thereafter. Traffic and weather permitting.
- **What happens if I cannot be home to receive delivery?**
 - All of our members receive a Naked Fitfoods Cooler Bag. It is a one-time charge of \$10 and your bag to keep. The first evening your driver arrives, he/she will place your bag of meals inside our Naked Fitfoods Cooler Bag and leave behind complimentary ice-packs which will keep your food cool for another couple of hours. It is the members' responsibility to leave their cooler bag and defrosted ice-packs out for the driver to collect and replace each night thereafter. If your defrosted ice-packs are not left out for our driver to replace, no ice-packs will be left in its place. The Naked Fitfoods Cooler Bag is yours to keep and keep clean.
- **How long do I have to commit to?**
 - We have both weekly and monthly programs. You are not obligated to anything longer than the weekly or monthly program that you purchase. We use an *automatic* rebilling service so you have to email to cancel, postpone, or make alterations to your plan. Weekly members must email before 12 p.m. noon EST on their last day of delivery (Thursday), monthly members must email before 12 p.m. noon EST on their last day of delivery (20th day) otherwise you will be billed for the exact same plan as your original order.
- **What's the difference between your week program and month program?**
 - Our week program is 5 days of delivery Sunday night through Thursday night for food to be enjoyed Monday through Friday. Our monthly program is 20 days of food (5 days per week x 4 weeks) to be used however you would like. The month program gives you the flexibility to take days off. Your package never expires or renews until your 20th day of delivery.

FAQs Continued

- **How much does it cost?**
 - Our meal programs are all very reasonably priced starting at \$95/week or \$350/month. (See Pricing on NakedFitfoods.com)
- **Is delivery cost included in price?**
 - **Yes!** All fees are included in price, excluding state taxes. Any price adjustments are from add-ons or upgrades to your package and are fully disclosed at time of purchase.
- **Are there any specials or incentives?**
 - Refer a friend or family member to receive \$20 off your next week's meal plan.
 - Dropping us a Yelp review will also grant you a \$20 meal credit.
- **What if I want to take a day off?**
 - Must confirm if member is weekly/monthly.
 - Confirm last DELIVERY day (Sunday – Thursday).
 - Make a note of when the member wants to resume (if they know it.)
 - Weekly members will be credited towards next purchase.
 - When requesting, confirm "delivery date" (the night we make the delivery) with meal day (the following day that the meal is prepared for.)
- **What if I want to CHANGE my Meal Plan**
 - If member upgrades, plans will start NEXT day.
 - If member downgrades, plans will start "Sunday."
 - If switching plans that are the same price, can be effective next day.
 - Example: adding an extra meal.
- **How do I heat up my meals?**
 - Every microwave or toaster oven is different, however, we recommend starting with approximately 1 minute 30 seconds, and increasing based on personal preference from there. All meals are delivered fully cooked and may be eaten cold if preferred.

Billing Policies

How do I suspend meal delivery?

To request suspension of your meal plan, either temporarily or permanently, please copy and paste the following link into your web browser and complete the form.

<https://onlinecontactform.wufoo.com/forms/naked-fitfoods-suspension-of-delivery-request/>

Once the form is submitted, a member of our team will contact you to confirm delivery suspension. Please submit all requests at least two business days in advance. Refunds will not be provided for late cancellations. Meal credits may be provided if credit remains after your final day of delivery.

Billing Dates

Billing takes place each Thursday prior to the upcoming Sunday-Thursday delivery week.

Weekly members must email before 12 p.m. noon EST on their last day of delivery (Thursday).

Monthly members must email before 12 p.m. noon EST on their last day of delivery (20th day) otherwise you will be billed for the exact same plan as your current order.

Late Cancellations

If a plan is cancelled after 12 p.m. noon EST on Thursday, the account will receive meal credit. *There are no refunds for late cancellations.* It is the member's responsibility to provide timely notice of account changes. Neither refunds nor meal credits will be provided for cancellations less than 48 hours from the scheduled delivery day.

Meal Credit

Our meal credits never expire and are fully transferrable. Meal credits may be provided for various reasons. By utilizing meal credit for a meal plan other than the original plan which they were provided for, you may be subject to additional charges to cover the difference in pricing.

Cooler Bags and Ice Packs

Please don't forget to leave out your cooler bags and ice packs. Loaner cooler bags may be provided at a cost of \$10 and ice packs at a cost of \$2 each. Your account will be charged upon the next billing cycle if these items are not returned.

