

FAQ – The Sandwich Shop

1. Opening Hours

Mondays to Thursdays 0700h – 1800h (except for One Phillip Street outlet, 1700h)
Fridays 0700 – 1700h

2. Locations

You may view the full list of our outlets on www.thesandwichshop.com.sg under Locations

3. Food and Menu

Everything on the menu is made at the Sandwich Shop closest to you. We use preservative-free bread, baked this morning, and the tastiest natural ingredients. When you grab a sandwich from one of our chillers, it's as fresh as if you'd brought it from home.

You may view the list of our regular products on www.thesandwichshop.com.sg under Menu

4. Is The Sandwich Shop a Halal-certified Restaurant

We are not a Halal-certified restaurant as some of our products have pork contents.

5. Nutrition Information

We apologise for not being able to provide you nutrition information on our products at the moment, what we can do is to provide the ingredients, if that helps. You can easily obtain the list of ingredients on www.thesandwichshop.com.sg under Menu

Feel free to ask us anything you would like to know and we will try our best to answer you.

6. Ordering for Delivery

Delivery is free for orders of \$50 and up within our stores' vicinity, typically within a 10-minute walking distance from any of our stores. Check with our store managers to know if your address is eligible for free delivery.

We will charge a flat fee of \$10 for all other orders with a minimum of \$100 worth of order. There will also be a \$10 delivery surcharge for deliveries to Jurong Industrial Area/ Tuas, Sentosa and Seletar.

Orders should be placed 1 working day in advance, and 2 days in advance for orders above \$200.

Your order is only confirmed once we contact and obtained the full delivery & payment information from you via phone or email. We do not allow cancellation on the delivery date

Delivery forms can be obtained from our stores or via www.thesandwichshop.com.sg under Delivery

7. Unsatisfactory Quality of Food or Foreign Objects Found in Food

Our team would only be able to assist you on your enquiry when we receive the food back in the original store, with the original receipt. We hope to keep your experience at a satisfactory standard, with all fairness to both our customers and also our business.

Do note that all food handed over to our customers will be deemed as safe for consumption, we advise customers to check upon receiving and to consume within an hour or two. Any food product found with foreign objects may be treated as unsafe for consumption, only on the product itself and not for the rest of the order.

8. Career Enquiries

For job enquiries you may email in to jobs@thesandwichshop.com.sg

9. Business Enquiries

For business and marketing enquiries you may email in to enquiry@thesandwichshop.com.sg