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## **Products & Stock Availability**

### **What are the prices for your Bak Kwa?**

Prices will depend on the collection/delivery date chosen. You can view the prices for the respective dates in the order forms above. [\[Back\]](#)

### **How long can I keep Bak Kwa?**

Our Bak Kwa does not contain preservatives and like all other perishable meat products, it is best to consume it within the prescribed shelf life for best taste and quality. The Signature and Chilli Bak Kwa can be kept for 3 to 5 days at room temperature, or for about a week in the chiller; the Sliced Bak Kwa can be kept for 2 to 3 days at room temperature or 5 days in the chiller. Make sure to keep the Bak Kwa in airtight container, away from moisture and direct heat/sunlight. Do not handle Bak Kwa with wet utensils/hands/containers or subject it to prolonged temperature change (such as leaving it outside after removing from chiller) as this will introduce moisture that can promote mold growth. Storing the Bak Kwa in the freezer can increase the shelf life further, but this is not recommended as there is also a higher possibility of introducing moisture and spoilage during the thawing process if not handled properly. [\[Back\]](#)

### **Do you have Gold Coin/Mala/Black Pepper Bak Kwa or certain CNY goodies?**

Due to resource constraints, unfortunately, Gold Coin/Mala/Black Pepper Bak Kwa will not be available this CNY. We will focus our resources on our 3 most popular Bak Kwa – Signature, Chilli (limited qty) and Sliced (limited qty) instead, which will be available for both pre-order and walk-in purchases, while stocks last. [\[Back\]](#)

### **Do you have stock of certain CNY goodies?**

We have made our top 4 CNY goodies: Handmade Pineapple Ball, Nyonya Love Letter, Shrimp Roll and BBQ Samosa available for pre-order this year. There will be a wider range of CNY goodies available at our Serangoon Garden and Chinatown outlets or pop-up CNY booths, which you can purchase off-the-shelf when you are collecting your pre-order or making walk-in purchases. We are unable to advise on the availability of specific CNY goodies as the stocks are fast-moving during CNY – when we have new stock for CNY goodies, we will usually display them in-store immediately; once sold out, we are not able to guarantee when or if a particular product can be replenished again. [\[Back\]](#)

## **Outlets**

### **Are you the same Bak Kwa shop as the one in Serangoon Garden (or Toa Payoh / Old Airport Rd / Potong Pasir)?**

Our shop at Serangoon Garden was renovated in 2017 but rest assured, we are still the same old brand and producing the same Bak Kwa since the 1970s. You can get Kim Tee brand of Bak Kwa at our Kim Tee outlets at Serangoon Garden and Chinatown, as well as at our New Eastern Kim Tee outlets at Kallang (Old Airport Road Food Centre), Toa Payoh Lorong 8 and Potong Pasir. Details of our 5 outlets are on the 'Locate Us' page. You can also get Kim Tee products at FoodFolks @ Lau Pa Sat, CNY pop-up booths at Tangs Orchard & Vivocity and from our official accounts on Shopee, Foodpanda and Klook. We do not have any franchisees. [\[Back\]](#)

### **What are the opening hours for the New Eastern Kim Tee outlets (Potong Pasir, Toa Payoh, Old Airport Rd)?**

The New Eastern Kim Tee outlets are operating on shorter hours and may also close earlier once stock is sold out for the day. Please contact the respective stall owners directly (details on the 'Locate Us' page) to enquire before heading down. [\[Back\]](#)

## **Pre-Order (General)**

### **Can I pre-order if my order has less than 5kg?**

We encourage those who wish to purchase higher quantity of 5kg and above of Bak Kwa to pre-order as this will allow us to better forecast and plan for the CNY demand, as well as reduce the waiting time required for other walk-in purchases. For order with less than 5kg, walk-in purchases are still welcomed. We have allocated some stock for walk-in purchases and will also be operating the Serangoon Garden and Chinatown outlets on extended hours nearing CNY to meet your shopping needs. Both pre-orders and walk-in purchases are while stocks last. [\[Back\]](#)

### **Can I pre-order from the New Eastern Kim Tee outlets (Potong Pasir, Toa Payoh, Old Airport Rd)?**

Please contact the respective stall owners directly (details on the 'Locate Us' page) to enquire on the pre-order availability. [\[Back\]](#)

### **Can I walk-in to purchase instead of pre-order?**

Walk-in purchases are still available. We have allocated some stock for walk-in purchases, while stocks last, and will also be operating the Serangoon Garden and Chinatown outlets on extended hours nearing CNY to meet your shopping needs. Besides Bak Kwa, you can also shop from a wider range of CNY goodies that are not available for pre-order. [\[Back\]](#)

### **What is the difference between delivery and self-collection of pre-order?**

Delivery gives you the convenience of having your pre-order sent to you (at a nominal fee), so you can skip the queue, search for parking spaces, etc. Do note that deliveries will be attempted between 10am and 10pm; we seek your understanding that we are unable to cater to a specific timeslot due to the high volume of delivery orders nearing CNY. Redelivery due to failed attempt will also be chargeable.

Self-collection will give you access to a wider range of CNY goodies and products in-store which are not available for pre-order. We have also limited the slots available across a few timings to distribute any potential crowd and reduce the queue time. [\[Back\]](#)

### **When does delivery/self-collection for CNY pre-orders start and end?**

Delivery and self-collection for CNY pre-orders start on 7 Jan 2022 (Fri). Delivery is available from Mon-Sat, 10am-10pm; while self-collection is available at our Serangoon Garden outlet from Mon-Fri at selected timings in the morning/early afternoon and evening. The last day for delivery of CNY pre-orders is on 29 Jan 2022 (Sat), while that for self-collection is on 28 Jan (Fri). Only walk-in purchases will be available on 30 and 31 Jan 2022, while stocks last. [\[Back\]](#)

**Is my order confirmed?**

Order can only be confirmed upon full payment, subject to stock availability at the point of order confirmation. After submitting your pre-order online, you will receive an email on your order summary and payment instructions. Please let us know if you have not received the email after 1 day (do check your spam/junk folder first). Upon payment, please allow us 3-5 working days to process the payment and confirm your order. You will receive another email with the confirmed order status when order has been confirmed by us. [\[Back\]](#)

**Can I make changes to my order (e.g. change quantity, date, etc.) after I have submitted my order?**

No changes to order, such as quantity, delivery/collection mode, date or delivery address will be allowed after payment and order confirmation. Orders are non-refundable and non-transferrable. Please check your order carefully before submitting and making payment. [\[Back\]](#)

## **Pre-Order (Self-Collection)**

### **Can I choose to self-collect at either outlet (Serangoon Garden / Chinatown)?**

Self-collection of pre-order is only available at our Serangoon Gardens outlet (22 Maju Ave), while our Chinatown outlet will only be available for walk-in purchases. [\[Back\]](#)

### **Do I need to self-collect the pre-order in person?**

Do ensure that the owner of the contact number used in your order is present during the self-collection as we will be doing a verification via that contact number before releasing the order. This is to ensure that each order can be released to the correct person. [\[Back\]](#)

## **Pre-Order (Delivery)**

### **What is the delivery fee?**

A delivery charge of \$12 will be applicable during the CNY period from 7 to 29 Jan 2022. The delivery charge will be waived for order with a 10kg of Bak Kwa and above. [\[Back\]](#)

### **Do you deliver to Sentosa?**

We are unable to deliver to addresses in Sentosa Island, Tuas, Pulau Ubin and Jurong Island. [\[Back\]](#)

### **What time will my order be delivered?**

Our delivery runs will usually take place between 10am and 10pm, Mon-Sat. Specific delivery timing will depend on factors such as the total number of delivery orders, delivery route, and traffic conditions on that day. [\[Back\]](#)

### **Can I request for a specific delivery timing?**

Due to the high volume of delivery orders nearing CNY, we seek your understanding that we are unable to cater to requests for a specific delivery timing. [\[Back\]](#)

### **What if no one is at home to receive my delivery order?**

If there is no one to receive your order, you may leave instructions for our logistics partner to leave your order at the delivery address (e.g. on the shoe rack, inside the riser, with the neighbour/guardhouse, etc.). However, please note that Kim Tee and our logistic partner will not be responsible for any loss or damage as a result of leaving the order according to your instructions. Due to the high volume of delivery orders, we are also unable to cater to instructions to deliver the order to a different address instead should there be no one to receive the order at the delivery address. It will be considered a failed delivery attempt if no one answers at the delivery address, there is no specific instructions to leave the order and our logistics partner is also unable to reach you via the contact number provided for instructions. Re-delivery will be subject to additional charges, prevailing prices and stock/slot availability. If you are unable to receive the order between 10am and 10pm on your selected delivery date, we highly encourage you to self-collect your order instead. [\[Back\]](#)