

Ordering is as easy as one, two, three!

1. Pick your package(s)!

Depending on the people you wish to feed, you will be able to find a package or a combination of packages that will fit your needs. Every package has a price per person and we will make sure that we scale to size depending on the number of people in your party. The minimum order is 6 people per package.

2. Place your order on the Stella Pre-Order document, send to stella_preorder@fortunastable.de and wait for your invoice per email.

To use our interactive form, you will need a "reader" that can open and work with PDF documents. We recommend downloading our Pre-Order Document and opening the file with Adobe Reader. Once open, fill in the interactive boxes and send it to us to review and prepare your invoice.

3. Make payment, receive last confirmation.

We are working with bank transfers and PayPal. Please note we require full prepayment.

All our prices are Nett, 7% MwSt will be applied when invoiced. As we make our products fresh daily on-site, orders cannot be cancelled or reduced once placed.

No refunds. If you need to change your order, please give us a call to see if we can accommodate your request

First time customers, one last step! Please send us a screenshot of your bank transfer and receive your final confirmation of your Stella Pre-Order.

“HOW-TO” GUIDE

STELLA PRE-ORDER

NO LOGISTIC COSTS!

Stella Pre-Order was designed specifically to save you money and time while providing a top quality product.

We know that our system is a bit “old school”, using our analog order sheet but if the how-to steps are followed, everyone wins. This guide should help you place your order - problem free! We ask you to read thru this “how-to guide” to avoid any additional costs on your order. We believe if you place an order once, you’ll forever know how to quickly and easily get Stella delivered to your door.

BREAKFAST (available only in combination with lunch order)

- breakfast: Monday – Friday, deadline: 72h prior delivery time
- minimum order → 10 // choose only **one** package style

LUNCH/SNACK BOXES/DRINK PACKAGES

- Monday – Friday, 48h prior delivery time
- minimum order LUNCH → 6 people per package (groups under 12 will choose only one package, 12 and over, a mix can be created)
SWEET TREATS → 6 people (in combination with lunch package)
SNACK BOX → 15 people
- snack boxes are custom created, please request a chat to work with us to customise a breakfast and/or lunch box to serve your needs exactly
- mix and match our [pre-designed packages](#) to suit your guests (12 and over guests)
- no substitutions or special requests on our pre-designed packages
- drink packages are full case orders only
- your order cannot be accepted in any way other than our [on-line order form](#) (please do not send your lunch order written out in email form as this often leaves necessary information incomplete)

PAYMENT

- full prepayment. funds to be transferred on our account before the day of delivery
- accepted payment options: bank transfer with proof of payment with screen shot or PayPal
accounting@fortunastable.de
- prices are Netto, 7% MwSt will be applied when invoiced
- orders cannot be cancelled or reduced once placed
- no refunds

DELIVERY / PICK-UP

- breakfast: Monday – Friday, pick-up/delivery starting at 8am
- lunch: Monday – Friday, delivery & pick-up between 10am-6:00pm
- UBER is used for delivery (check UBER-Process below)
- delivery cost depends on distance between our shop/kitchen in Neukölln and the given location, including gratuity for driver (€45.00 delivery flat fee, if location cannot be provided at the time of placing your order)
- option: book a courier (twister, cosmo, etc) Pick up address: Weserstr. 58

UBER PROTOCOL

- contact person must be available at location during the agreed 30 minute time window
- Stella will send a “wake-up” text to alert the onsite contact person that the UBER is about to be ordered. Client must confirm she/he is standing by.
PLEASE NOTE: If confirmation is not received, the order will be put on hold until communication is restored.
- UBER driver calls contact person upon arrival and waits curbside for pick up
- Stella will send approximate arrival time by SMS.
- Failure to receive UBER call can result in additional charges and/or the cancelling of your order at all.
- We reserve the right to relinquish responsibility of the delivery if UBER protocol is not adhered to.

**If you need to change your order or have any other questions, please give us a call to see if we can accommodate your request.
030 6273 2538*