

Jollibee® Padala Packages



Iparating ang pagmamahal mo sa iyong kapamilya sa Pilipinas.



For more details, log on to www.jollibepadala.com

JOLLIBEE PADALA FOOD PACKAGES

Meal A - P1,000	Meal B - P1,000	Meal C - P1,500	Meal D - P1,500	Meal E - P2,000
1 - 6 pcs Chickenjoy Bucket 3 - Jolly Spaghetti 3 - Peach Mango Pie 3 - Rice 6 - Regular Softdrink	4 - 1 pc Chickenjoy with Spaghetti 4 - Jolly Hotdog Regular 4 - Peach Mango Pie 4 - Regular Softdrink	6 - 1 pc Chickenjoy with rice 6 - Jolly Spaghetti 6 - Yumburger 6 - Peach Mango Pie 6 - Regular Softdrink	1 - 8 pcs Chickenjoy Bucket 4 - Jolly Spaghetti 4 - Yum with Cheese 8 - Peach Mango Pie 8 - Regular Softdrink	2 - 6 pcs Chickenjoy Bucket 6 - Rice 12 - Jolly Spaghetti 6 - Peach Mango Pie 6 - Regular Softdrink

In partnership with:



PNB Jollibee Padala Mechanics

The service is available for Walk-in Remitters of PNB Remittance Centers Inc (PNB RCI).

How to send Jollibee Padala Packages:

Step 1 - Visit PNB RCI offices.

Step 2 - Choose the PNB-Jollibee meal package you want to send and fill out the Remittance Application Form and indicate the following information:

- Product Code of your chosen meal package (PNB Meal A to E)
- Name, complete address and contact number of Beneficiary
- Preferred Date & Time of Delivery

Please make sure that information indicated in the Remittance Form is complete and accurate. Incorrect information may result to a delay in the delivery or non-delivery of your chosen meal package by Jollibee.

Step 3 - Send a remittance equivalent to the price of your chosen meal package plus the necessary service fees. Ask for your receipt and keep it for reference.

Guidelines

1. Remitter is not allowed to cancel the order nor change the beneficiary once the remittance has been received and/or processed by PNB RCI.
2. Jollibee Customer Service shall perform the following verification activities whether the meal package will be delivered to the beneficiary or the beneficiary will dine in at the nearest or preferred Jollibee store.
 - a. Contact or call the beneficiary and verify if beneficiary and address are the same as the one indicated in the Remittance Application Form.
 - b. Advise beneficiary of the details of the Jollibee meal package.

Note: Jollibee will deliver the meal package to the Beneficiary for areas where Jollibee has a delivery service. For areas not covered by the delivery service, the beneficiary has the option to dine in or take out the meal package at the Jollibee stores of his/her choice. The price of the Jollibee meal package is subject to change without prior notice.
3. Jollibee Customer Service shall also inform the beneficiary of the following conditions relative to the Jollibee meal delivery:
 - a. Beneficiary or his/her authorized representative should be the one to receive (for delivery service) or claim (for dine in) the Jollibee meal package.

- b. Beneficiary or his/her authorized representative should present a government-issued ID prior to the release of the meal package. The representative should also present a letter from the beneficiary authorizing him/her to receive or claim the Jollibee meal.
 - c. The meal shall be considered delivered and forfeited in favor of Jollibee in cases wherein Jollibee delivers on the agreed time and date but the beneficiary or his/her authorized representative is not present to receive the order.
 - d. Same case shall apply for beneficiaries who will have to claim the order at a Jollibee store; i.e. the order shall be considered claimed and forfeited in favor of Jollibee should the beneficiary or his/her authorized representative fail to claim the meal at the agreed time and date.
 - e. The Jollibee meal package is considered claimed and forfeited in favor of Jollibee should the beneficiary upon advice by Jollibee of the meal package sent by Remitter refuse to accept or claim the meal package.
 - f. The Jollibee meal package cannot be converted to cash.
 - g. Any additional order other than that of the meal package sent by the remitter as specified in the Remittance Application Form shall be paid for by the beneficiary.
4. All concerns regarding the delivery service, quality of food product and type of meal package delivered should be coursed to Jollibee Customer Care Hotline at 02 898-7777 or email feedback@jollibee.com.ph.
 5. The Remitter upon fixing his/her signature on the Remittance Application Form signifies his agreement to the conditions stated above.

Frequently Asked Questions (FAQ)

1. **Can I convert the package into Cash?**
Jollibee meal packages are not convertible to cash.
2. **How many days would it take before my beneficiary receives the meal package?**
If all information provided by the Remitter is correct, beneficiary could claim the meal within 24 hours from the time Jollibee receives the order.
3. **Instead of having the package delivered, can I opt for a dine-in service?**
Yes, Jollibee and the beneficiary shall agree on the date, time and Jollibee store that the meal package shall be claimed by the beneficiary. Once the meal package is set for dine-in, it cannot be changed back to a delivery service.
4. **Is the delivery service available nationwide?**
Not all Jollibee stores have a delivery service. For areas not covered by the delivery service, the beneficiary has the option to dine in or take out the meal package at the Jollibee store of his/her choice.
5. **Is the meal transferable?**
Only the beneficiary or his/her authorized representative could claim the Jollibee meal package. The authorized representative should present a government-issued ID and a letter from beneficiary authorizing him/her to receive the Jollibee Meal.

09.10.2014