

**1. *Is your fish fresh or frozen?***

**Answer:** We pride ourselves on offering the freshest fish possible. Some products may be flash-frozen to preserve peak quality, we always indicate this on the product discretion page.

**2. *Where does your fish come from?***

**Answer:** We source our fish from trusted local suppliers and certified sustainable fisheries to ensure premium quality and responsible practices.

**3. *How do you keep the fish fresh during delivery?***

**Answer:** All orders are packed in insulated boxes with ice packs or cold packs to maintain the correct temperature from our store to your door.

**4. *Do you deliver same day?***

**Answer:** Yes! We offer same-day delivery within Cape Town for orders placed from 8am-11am but order places after this time frame will be delivered the next morning.

**5. *What areas do you deliver to?***

**Answer:** We currently deliver within Cape Town and surrounding areas. For areas outside our delivery zone, you're welcome to arrange your own courier.

**6. *Is there a delivery fee?***

**Answer:** Yes, we charge a small delivery fee of R65 but orders placed online for collection in our stores are free of charge.

**8. *Do I need to be home to receive my order?***

**Answer:** Yes, we recommend someone is available to receive and refrigerate the fish immediately to maintain freshness, but we delivery to any address you select when placing your order.

**10. *Can I pay cash on delivery?***

**Answer:** For safety and efficiency, we recommend online payments only as this current time.

**11. *How should I store my fish when it arrives?***

**Answer:** Please refrigerate your fish immediately and consume it within 1–2 days for peak freshness, or freeze it if you won't be cooking it right away.

**12. *Can I return or exchange my order?***

**Answer:** Due to food safety regulations, we unfortunately can't accept returns on fresh fish. If there's ever an issue with your order, please contact us within 24 hours and we'll make it right.

**13. *How can I be sure the fish is safe to eat?***

**Answer:** We follow strict food safety guidelines and handle all seafood with care. Our team is fully trained to maintain the highest hygiene standards.

**17. *Do you have cooking tips or recipes?***

**Answer:** Yes! Visit our website's recipe section for easy, delicious ways to cook your fish, from quick weekday meals to special occasions.

**18. *How do I contact you if I have a problem with my order?***

**Answer:** You can reach us by phone, email, or WhatsApp, we're always here to help!

**20. *Is your seafood sustainably sourced?***

**Answer:** Yes, sustainability matters to us. We work with responsible suppliers who follow ethical fishing practices.