

May 19, 2020

Dear Friends of Sages,

RE: 3rd Party Delivery Services

We hope you and your family are healthy and staying safe during these difficult times. We wanted to reach out to you as it has come to our attention that some 3rd Party Delivery Services continue to list us on their apps even though we are not contracted with them. We have kindly asked them to remove us but we are still listed. We understand these services want to list as many restaurants as possible in hopes that it will generate more partners and revenue for them. While we can appreciate this business model, we are not affiliated with them in any way and did not consent to them listing us as part of their service.

The issue that results from being listed on these apps when you are not contracted with their service is, when an order is placed, we are unaware of that order because we are not synced to their platform. Instead, an employee from one of these Delivery Services manually calls in the order to us. If that employee should forget to call in the order, which has happened more than once, the customer is left waiting for an order that has never been given to us in the first place. By being listed on their websites and apps, it is causing unnecessary confusion for our customers when we have not received their order. In other words, our reputation is in the hands of a 3rd party in which we are not even affiliated with.

Our reasons for not contracting with 3rd Party Delivery Services

#1 Fees - These 3rd party companies take away 30% of the total sale. This leaves most small restaurants with little to no profit on these types of orders. While some delivery companies are lowering their fees for restaurants at this time, the restaurant is still under contract and all regular fees will resume at a later date.

#2 Quality Control - We take pride in knowing our orders are handed off directly to our customers the way we intended... fresh, hot, and carefully packed. Food that gets delivered has the potential of being picked up long after it was prepared since most drivers are picking up several orders from different restaurants. The temperature and presentation of the food will most likely be compromised.

While we appreciate these Delivery Services because we know they fill a need within our community, it's not in our best interest to partner with any of them.

Great Food, Friendly Service, and Quality Control are very important to us and have been for the past 19 years. It was important for us to make our customers aware that we are not affiliated with any 3rd party delivery service and the reasons behind our decision.

Thank you so much for your kindness and continued support, we appreciate you!!

Sincerely, Bart and Jerri K