

## FAQ

### **What is Ozarka? Wait? What's it called? Osaka? Is it a Japanese foods store?**

No..it's OzARRRKA. Don't be shy about getting that R in there.

Ozarka is a prepared foods service where all of our packaging is sustainable alternatives to single use plastic and all of it is return-for-deposit or in Dutch, "statiegeld." When you buy food from us, you are participating in a low-waste lifestyle because all our packaging is returnable and most of it is reusable. Where it is not reusable, it is 100% recyclable with no downcycling, like glass. But no single-use plastic, never, ever, ever.

### **But hold on, aren't the lids on all your boxes made of plastic? Hypocrite! Liar! I'm professionally outraged! I'm tweeting about this right now #ozarkasux #boycottozarka!**

Slow down, buckaroo. Our aim is to eliminate SINGLE-USE plastic from the world. Plastic is very good at what it does, which is to last and last for hundreds of years. We get into trouble when this material is used only once and for a very short period of time. Our lids can be used hundreds or thousands of times before they reach end of life. Ours is not a zero-waste offering. Zero waste doesn't really exist. But our model results in a drastic reduction of packaging waste. We aim to achieve a low-waste lifestyle that is truly sustainable and very practical, enjoyable, convenient, and realistic for our customers to participate in. What (very) little waste we do create is truly manageable. Recycling single-use plastic isn't sufficient and isn't working. Reduce and reuse is the way forward and that's our mission.

Further, the packaging we are using right now is pretty good, but it's not ideal. The planet doesn't have time for us to wait around consuming single-use plastic packaging while the most perfect sustainable packaging comes to market. It's not here yet. But the packaging we are using is a great start to our packaging solutions which will only get better.

### **Ok but what about bioplastics! They compost!**

We do not believe that bioplastics are a viable option at this moment. They are still single-use, which is not the optimum solution, and most only compost in industrial composting facilities that are not available to most of us. Until composting management is made widely available to all of us, most of your single-use bioplastics are doing more harm than good, as they are getting mixed with petroleum-based plastics making both harder to recycle, or thrown away in petroleum-based plastic bags.

### **Thanks for that. I'm woke. What is the Ozarka Delivery Pilot?**

We are starting small and quickly with you, our precious first adopters. For a few months, we are going to be delivering a small selection of our overall menu to a select group of professional locations for lunch, and residential addresses for dinner.

## So Ozarka is a delivery service?

Ozarka is many things to many people and when we launch for real we will offer delivery. But we will have physical locations as well as B2B services.

## If you aren't exclusively a delivery service then why are you delivering delicious food to me?

Excellent question! You have a curious, bright, and inquisitive mind. The delivery pilot is an effort to get your feedback. What we are doing is unique, and we would like to get your input on how you feel about the different types of packaging material we are using. Some people love the silicone, some people hate it. Some people love the glass, others don't want it near them. And just about everyone loves the stainless steel in person, but no one loved it when just looking at pictures of it. Further, everyone applauds the idea of return-for-deposit/statiegeld, but we want to test it out in real life with our early adopters to learn and discover things we're sure we haven't thought of yet. We're not as bright as you are.

## Tell me about the return-for-deposit/statiegeld part.

Because you are awesome by signing up for the pilot, we will not charge you the deposit unless you never return the packaging. If you decide to keep the packaging, we will bill you for the deposit, which will be far less than what you would pay retail. The deposits are as follows:

€3: small silicone box

€4: large silicone box

€4: small glass box

€5: large glass box

€4: stainless steel box

€2: red "take away without throwing away" delivery bags

€0.25 for the salad dressing jars

\*If you damage or break the packaging by accident, we will not charge you the deposit. If you break it on purpose, that's just mean.

## Could you please get to the point and tell me how to order?

You order from a private website Mon-Fri noon for the following week. You need to place individual orders for every day of the week. It would be more convenient if you could place all your orders for every day of the following week in one session but that requires more complexity than we had time to build and we apologize for that. It's a pilot.

## How do I return my packaging?

If you are a commercial customer we will pick up your empties and the delivery bags every afternoon.

If you are a residential customer, send us and email at [contact@ozarka.biz](mailto:contact@ozarka.biz), or a text or WhatsApp at +31 6 19 24 20 89 and let us know what day you would like to have them picked up. We request 12 hours' notice, please.

When we collect the empties, we wash and sanitize them in EU-approved commercial dishwashers (the same ones used in restaurants) and put them back into circulation. Glass drink bottles are recycled.

### Tell me about the “Magic Box.”

The stainless steel boxes have magic powers. If you get your meal delivered in one, take a picture of yourself with it and post it to Facebook or Instagram tagging Ozarka and your meal is free!

### Hello Microwave My Old Friend...

The dishes being delivered to you are optimized for enjoying at room temperature. That said:

**Refrigerator or freezer:** all packaging but please don't put the glass straight from the freezer to the oven

**Oven:** All of it, BUT NOT THE LIDS. PLEASE FOR ALL THAT IS SACRED NOT THE LIDS.

**Microwave:** Silicone and glass. NOT the lids. NOT the stainless steel. We will not take responsibility for any damage occurring as a result of putting stainless steel in the microwave

**Dishwasher.** You don't need to wash the dishes before giving them back to us unless you are keeping them for a while, in which case, we would appreciate the courtesy. Everything can go in the dishwasher, even the lids.

### I need to get a hold of you. How do I do that?

You can call anytime, WhatsApp or text to +31 6 19 24 20 89. Email [contact@ozarka.biz](mailto:contact@ozarka.biz) This is a real email address that we check all day long, not an email that goes into a dark, forgotten abyss.