



OZ GROCER

S503 55 Swanston Street, Melbourne VIC 3000

[www.ozgrocer.com](http://www.ozgrocer.com)

## OZ GROCER EXTRA INSURANCE DELIVERY COVER

This OZ GROCER EXTRA INSURANCE DELIVERY COVER is supplementary to the OZ GROCER ORDER & DELIVERY terms and conditions and all relevant terms and conditions from the suppliers or the third party agencies/representatives. OZ GROCER Pty Ltd is referred to as “OZ GROCER” “OZG” “we” “our” or “us”.

When you order from us, each order has an automatic Free Insurance Cover up to AUD 100 whether domestic or International.

We strongly recommend you to add EXTRA INSURANCE Cover should you think that your order or your delivery has a higher value.

EXTRA INSURANCE Cover to accompany your order can be purchased only for AUD 2.50 for each additional \$100 of cover up to a maximum covered value of the equivalent to AUD 1,500.

[\(Please email/live chat us should you require EXTRA INSURANCE Cover for over AUD 1,500\)](#)

You must be an OZ Grocer Pty Ltd customer and must be ordering from us in order to claim.

Your claim is **VOID** when you are:

- Not a customer of OZ Grocer Pty Ltd;
- Act as the recipient of the delivery or the order;
- Claiming the lost order or the lost delivery longer than 10 business days of the parcel being delivered; and
- Making another claim when you have already made a claim with a third-party cover provider for your delivery/order.

Please do not hesitate to contact us on [customer care@ozgrocer.com](mailto:customer care@ozgrocer.com) should you have any queries on your order and delivery issue. Thank you.