



OZ GROCER

S503 55 Swanston Street, Melbourne VIC 3000

www.ozgrocer.com

HOW TO TRACK YOUR ORDER – AUSTRALIA POST E-PARCEL ONLY

When Delivered by Australia Post e-Parcel Service

You must use the same email address and phone number that you use to place your order with us.

Please use this URL: <https://auspost.com.au/mypost/track/#/search> and enter your tracking number in order to track your order.

Australia Post will send a notification email or a text message for you once your order has been received by Australia Post from our warehouse.

When you are not home when the delivery arrives or at the time of delivery, your order may be taken to the nearest local post office in your area.

A Collection Card, which consists of all relevant contact and delivery details, will be left at the delivery address.

Please bring your valid Photo Identification together with the Collection Card in order to collect your order from the selected local Post Office or a local depot.

Re-deliveries cannot be made once your order has been taken to the nearest local post office or a local depot.

Delivery and consignment times are vary and are not guaranteed. Delivery and consignment times may vary depending to the operating hours of the third party delivery agencies or representatives. Delivery and consignment times may also subject to delays due to operational reasons which are beyond our controls.

Delays may occur during extreme weather conditions and during holiday/peak/busy seasons.

All deliveries to remote areas are subject to the schedules from the local transport or third party provider. Deliveries to remote areas may also subject to extended delays.

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