

OZ GROCER DELIVERY INFORMATION



OZ GROCER
5503 55 Swanson Street, Melbourne VIC 3000
www.ozgrocer.com

FREE “KERB SIDE” PICK UP

“KERB SIDE” Pick up is the fastest way for you to pick up your order.

There is **“NO MINIMUM SPENDING”** required for “KERB SIDE” Pick Up and it is **“FREE”**.

Kerb Side Pickup Procedures

1. In the checkout option, ensure to select “Kerb Side Pickup” as the “shipping option”

A screenshot of a shipping selection menu. The word 'Shipping' is on the left. Three options are listed with radio buttons: 'FREE Kerb Side Pickup - (Wednesday & Friday between 17:00AEST - 20:00 AEST except public holiday)' which is selected, 'PARCEL POST + SIGNATURE: \$17.40', and 'Sendle Delivery Service: \$30.90'.

2. Please note the pickup timing, it will be best if you could advise us of the exact date and time of your arrival based on the below available time to ensure a smooth process.
 - a. Kerbside pick-up times are:
 - i. Wednesday – 17:00 – 20:00 AEST (except public holiday)
 - ii. Friday – 17:00 – 20:00 AEST (except public holiday)
3. On the day, please proceed to our warehouse area at **“25 Hume Street Huntingdale”**.
4. Park your car right in front of our warehouse loading door to load your box.
5. Call our line at **(03) 8522 1808 / (+61) 450 660 186 / (+61) 402 657 707** upon your arrival and stay inside your vehicle while waiting.
6. Please show our staff your **ID** and copy of your **invoice** (either print copy or screenshot from your mobile) once our staff come out with your order.
7. Once your ID has been verified and the collection form has been signed, you can load your parcel/order into your car.



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Following are OZ GROCER delivery fees:

| DESTINATION | Spending < AU\$139.99* | Spending AU\$139.99*-AU\$ 149.99* | Spending > AU\$ 149.99* |
|------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------|-------------------------|
| MELBOURNE CBD & METRO (unlimited weight) | AU\$8.99 | FREE | FREE |
| VIC V1 (unlimited weight) | AU\$9.75 | | FREE |
| GEELONG, BALLARAT, WODONGA, VIC COUNTRY (unlimited weight) | Our Delivery Fee is displayed automatically on the Checkout Page once you have entered your Full Name & Address. Please select from the available Courier options. | | |
| INTERSTATE within AUSTRALIA (unlimited weight) | Our Delivery Fee is displayed automatically on the Checkout Page once you have entered your Full Name & Address. Please select from the available Courier options. | | |

*Threshold amount is the final amount that needs to be paid after all surcharge and all applicable discount(s)

The weight of our packaging with bubble box wraps is approximately **1kg**.

Your order(s) may be separated by us should the limit of each consignment is reached.

INTERNATIONAL DELIVERY(s) & WHOLESALE ORDER(s)

(Please contact/email/live chat with us directly for an accurate shipping rates and details)

(We have delivery and insurance options for pallet size)

(Pallet size order is insured up to AUD 2,000 in value for each pallet)

Please notify us immediately via live chat / email should you are unable to find your postcode automatically on our checkout page



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HOW TO CHECK YOUR DELIVERY FEE AUTOMATICALLY

Once you are on the Checkout Page, please enter your Full Name and Full Address correctly on the provided column. Once those details entered, you will be able to see your Delivery Fees and Courier Options as below:

| | |
|------------------|---------------------------------------------------------------------------------------------------------------------------------------------|
| Subtotal | \$282.38 |
| Bank Transfer | |
| Special Discount | -\$4.24 |
| Shipping | <input checked="" type="radio"/> FREE Kerb Side Pickup - (Wednesday & Friday between 17:00AEST - 20:00 AEST except public holiday) |
| | <input type="radio"/> VIC(VD)-OZG FREE Shipping: \$0 |
| | <input type="radio"/> Sendle Delivery Service: \$57.92 |
| | <input type="radio"/> PARCEL POST + SIGNATURE: \$117.48 |
| Total | \$278.14 |
| Total weight | 133.2 kg |

- Bank Transfer Discount

- You can choose the cheapest delivery option for your order

- Delivery weight is Unlimited



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DELIVERY ZONES & POSTCODES

Melbourne CBD & METRO V0

3000-3062, 3064-3098, 3101-3138, 3140-3210, 3800-3801, 8000-8999, 9999

VIC V1

3063, 3099-3100, 3139, 3335-3341, 3427-3443, 3750-3799, 3802-3811, 3910-3920, 3926-3944, 3975-3978, 3980-3983

Geelong GL VIC

3211-3220

Ballarat BR VIC

3350, 3353-3356

VIC Country V2

2648, 2715, 2717-2719, 2731-2739, 3221-3334, 3342-3349, 3351-3352, 3352-3426, 3444-3688, 3691-3749, 3812-3909, 3921-3925, 3945-3974, 3979, 3984-3999

Wodonga VIC V3

3689-3690

Sydney Metro N0

1000-1935, 2000-2079, 2085-2017, 2109-2156, 2158, 2160-2172, 2174-2229, 2232-2249, 2557-2559, 2564-2567, 2740-2744, 2747-2751, 2759-2764, 2766-2774, 2776-2777, 2890-2897

Brisbane Metro Q0

4000-4018, 4029-4068, 4072-4123, 4127-4129, 4131-4132, 4151-4164, 4169-4182, 4205-4206, 9000-9725

Adelaide Metro S0

5000-5113, 5115-5117, 5125-5130, 5158-5169, 5800-5999



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Perth Metro W0

6000-6030, 6036, 6050-6066, 6069, 6076, 6090-6110, 6112-6120, 6147-6160, 6162-6175, 6180, 6182-6206, 6210, 6800-6990, 6992-6996

Tasmania Metro T0

7000-7019, 7050-7053, 7055-7108, 7172, 7248-7254, 7258-7329, 7800-7999

Sydney N1

2080-2084, 2108, 2157, 2159, 2173, 2230-2231, 2508-2514, 2555-2556, 2560-2563, 2568-2574, 2745-2746, 2752-2758, 2765, 2775, 2778-2786

Gosford GF

2250-2263

Wollongong WG

2500-2507, 2515-2532

Newcastle NC

2282-2310

Canberra CB

200-299, 2600-2620, 2900-2920

NSW Country N2

2264-2281, 2311-2484, 2487-2499, 2533-2554, 2575-2599, 2621-2639, 2642-2647, 2649-2707, 2710-2714, 2716, 2720-2730, 2787-2879

Albury N3

1936-1999, 2640-2641, 2708-2709



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Tweed Heads N4

2485-2486

Gold Coast GC

4210-4224, 4226-4269, 9726-9919

Sunshine Coast SC

4550-4579

Ipswich IP

4300-4308

Brisbane Q1

4019-4028, 4069-4071, 4124-4126, 4130, 4133-4150, 4165-4168, 4183-4204, 4207-4209,
4270-4299, 4500-4549

QLD Country Near Q2

4309-4453, 4580-4693

QLD Country Mid Q3

4454-4499, 4694-4802, 4804-4805, 9920-9960

QLD Country North Q4

4803, 4806-4999, 9961-9998

Coolangatta Q5

4225

Adelaide S1

5114, 5118-5124, 5131-5157, 5170-5200



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SA Country S2

2880-2889, 5201-5749

WA Country South W2

6215-6700

WA Country North W3

6701-6797

Christmas & Coco Island W4

6798-6799

Perth W1

6031-6035, 6037-6049, 6067-6068, 6070-6075, 6077-6089, 6111, 6121-6146, 6161, 6176-6179, 6181, 6207-6209, 6211-6214, 6991, 6997-6999

Tasmania T1

7020-7049, 7054, 7109-7150, 7155-7177, 7173-7247, 7255-7257, 7330-7799

Northern Territory Near NT1

800-802, 804-821, 828-851, 853-853, 860-861, 870-871, 873-879, 906-999

Northern Territory Remote NT2

803-803, 822-827, 852-852, 854-859, 862-869, 872-872, 880-905

Norfolk Island NF

2898-2899

Antartic Territory AAT

7151-7154

Other postcodes which are not listed above are considered INTERSTATE Delivery (within Australia)

All delivery destinations, postcodes, and zones are subject to change without prior notice



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

DELIVERY WITHIN AUSTRALIA

It is your responsibility to allow sufficient time to receive your order. We strive to our commitment to dispatch your order(s) the next working day or immediately once we have received your payment in full in our bank account.

When you have received the notification email from us that your order has been dispatched from our warehouse, please allow 2-5 business days for metro or CBD deliveries and 4-8 working days for regional and remote areas.

Some regional and remote areas deliveries will not be delivered door to door. Delivery for regional and remote areas may be delivered to Australia Post Office or a local depot. You will be contacted to collect your order from that collection point. PO Box address is prohibited. Delivery to remote/rural and regional areas may incur some additional costs and times.

You must sign when you receive the delivery of your order at the nominated address.

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.

By ordering with us, you have agreed, accepted, and authorised us to hold your order(s) that you have ordered until that order has been delivered to you.

You cannot change the nominated delivery address of your order once you submit your order.



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Should you fail to receive your order or in the case that your order is returned to us, you must be responsible to indemnify OZ GROCER for the applicable fees, taxes, and surcharges levied by the suppliers or the third party agencies/representatives in the event of an order cancellation or an unsuccessful delivery attempt.

WHOLESALE ORDER (VIC & INTERSTATE)

All wholesale order is available for those with or without ABN/ACN Registration Number. There is **“NO MINIMUM SPENDING”** required for all Wholesale Clients to collect from our warehouse for **“FREE”**. All Wholesale Clients with/without ABN/ACN are able to collect from our warehouse for free during specific times.

All wholesale order for Interstate delivery will incur a Delivery Fee depending upon the order size, weight, and value. All pallet size order(s) is insured up to AUD 2,000 in value each pallet.

Please contact/email/live chat with us directly for an accurate shipping rates and details should you wish your order to be delivered to your business/warehouse address.

FRESH & FROZEN PRODUCTS

Delivery of all fresh products will only be available in Victoria and will incur an extra delivery fee from AUD 9.99 (excluding GST) per order.

Delivery of all frozen products will only be available within 25km from our Warehouse which is located on 25 Hume Street, Huntingdale VIC 3166 Australia. There is an extra delivery fee from AUD 9.99 (excluding GST) per order to deliver frozen products to your door.

INTERNATIONAL DELIVERY (outside Australia)

International Delivery/Consignment may take longer than 30 business days from the day in which we have received your payment in our bank account. You must allow at least 30 working days to order for any International Delivery/Consignment. PO Box address is prohibited.

All International customers will be responsible for any taxes, import duties, customs costs, or any other relevant import costs or levies.



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EXTRA CHARGE FOR INTERSTATE DELIVERY OF FRESH & FROZEN PRODUCTS

Please contact/email/live chat us directly for an accurate shipping rates and details should you wish to place an order(s) for fresh and frozen products to be delivered interstate.

DELAYS

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 customercare@ozgrocer.com should you have any queries on your order and delivery issue.

We may update the order period and delivery period from time to time, at our sole discretion, without prior notice.

OZG Delivery Information is updated on 19th of Oct 2021