

## 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.



We have our riders' actively delivering dry, fresh, and frozen item to below postcodes OZ GROCER  
5303 53 Swanson Street, Melbourne VIC 3000  
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**3000,3002,3003,3004,3005,3006,3008,3010,3011,3012,3013,3015,3016,3018,3019,3020,3025,  
3027,3029,3030,3031,3032,3039,3040,3044,3050,3051,3052,3053,3054,3055,3056,3057,3058,  
3060,3065,3066,3067,3068,3070,3071,3072,3073,3078,3079,3081,3083,3084,3085,3086,3087,  
3088,3093,3094,3095,3101,3102,3103,3104,3105,3106,3107,3108,3109,3111,3113,3114,3115,  
3121,3122,3123,3124,3125,3126,3127,3128,3129,3130,3131,3132,3133,3134,3135,3136,3137,  
3138,3141,3142,3143,3144,3145,3146,3147,3148,3149,3150,3151,3152,3153,3154,3155,3156,  
3158,3160,3161,3162,3163,3165,3166,3167,3168,3169,3170,3171,3172,3173,3174,3175,3177,  
3178,3179,3180,3181,3182,3183,3184,3185,3186,3187,3188,3189,3190,3191,3192,3193,3194,  
3195,3196,3197,3198,3201,3202,3204,3205,3206,3207,3765,3767,3785,3786,3787,3789,3800,  
3802,3803,3804,3805,3975,3976,3977,8008,8012.**

Other postcodes not listed above will be covered by Sendle Courier, Courier Please, and Express Post E-Parcel service.

We deliver nationwide with no minimum spent. Following are OZ GROCER delivery fees:

**MELBOURNE CBD & METRO (unlimited weight – DRY – FRESH – FROZEN items)**

- Spending amount < AU\$ 89.99\*: Dry Item(s) Delivery Fee from AU\$8.99; Fresh & Frozen Delivery Fee from AU\$ 14.99.
- Spending amount > AU\$89.99\* – **FREE** Delivery to all items including Fresh & Frozen. Delivery for Fresh & Frozen item(s) will only cover all of those postcodes covered by our riders.

**VIC V1 (unlimited weight – DRY items only)**

- Spending amount < AU\$ 89.99\*: Dry Items Delivery Fee from AU\$9.75.
- Spending amount > AU\$89.99\* – **FREE** Delivery.

**GEE LONG, BALLARAT, WODONGA, VIC COUNTRY (unlimited weight – DRY items only)**

Our Delivery Fee is displayed automatically on the Checkout Page once you have entered your Full Name, Address, and Postcode. Please select from the available Courier options.

**INTERSTATE within AUSTRALIA (unlimited weight – DRY items only)**

Our Delivery Fee is displayed automatically on the Checkout Page once you have entered your Full Name, Address, and Postcode. 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.



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### 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

### HOW TO CHECK YOUR DELIVERY FEE AUTOMATICALLY

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

Subtotal	5282.38
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	5278.14
Total weight	133.2 kg

- Bank Transfer Discount

- You can choose the cheapest delivery option for your order

- Delivery weight is Unlimited

## **DELIVERY ZONES & POSTCODES**

### **Melbourne CBD & METRO V0**

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



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### **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**



07 080 0677  
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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

**SA Country S2**

2880-2889, 5201-5749



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**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**

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



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## **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.





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.

We deliver to our wholesale clients in VIC and nationally with “**NO MINIMUM SPENDING**”.

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 and frozen products will only be available in Victoria and will incur an extra delivery fee from AUD 14.99 per order when you spend < AU\$89.99\*.

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.

### **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.



## **EXTRA CHARGE FOR INTERSTATE DELIVERY OF FRESH & FROZEN PRODUCTS**

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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](mailto: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 10<sup>th</sup> of Nov 2021*