

# borthwick FOOD GROUP

## Terms and Conditions

For next day deliveries, please place all orders by 3pm:  
When placing your order please ensure you indicate special delivery instructions the following -

**Phone: (03) 9590 0700**

**Fax: (03) 9545 1885**

**Email: [borthwickfoods@borthwickfoods.com.au](mailto:borthwickfoods@borthwickfoods.com.au)**

### **Deliveries**

Melbourne CBD and Metropolitan areas  
Monday to Friday.

Local country deliveries are Tuesday,  
Thursday, Saturday, or unless by prior  
arrangement.

### **Pricing**

Pricing is subject to change without  
notice. Pricing advertised is in Australian  
Dollars and exclusive to GST.

### **Trading Terms**

For non account holders or new customers,  
terms are COD by EFT for the first 2 weeks.

### **Ordering**

Two day lead time in fresh baked bread,  
made to order and some gluten free  
products. Our customer service team can  
advise you on those specific products that  
require more lead time.

There is a minimum order amount for city  
and local country deliveries and if less, a  
delivery fuel surcharge will be incurred.  
Please contact the office for further  
clarification.

### **Returns and Refund Policy**

Borthwick Foods encourages you to read our  
Return and Refunds Policy before making any  
purchases. We endeavour to make the best  
attempts at providing premium products in a  
full and timely delivery. However, if you need  
to return, exchange or request a refund or  
credit for a product, please call our office as  
soon as you are able.

### **Credit Claims**

All Credit Claims must be raised within  
24 hours of receipt of goods.

Drivers are not permitted to collect any return  
goods unless authorised by Borthwick Foods.

Special or unique products (once off special  
event goods) are unable to be returned for credit  
unless by prior agreement and/or arrangement  
between Borthwick Foods and the Customer.  
Evidence of damage required, or, fault of the  
product.

Frozen goods will only be accepted and  
approved for credit if:

Borthwick Foods is notified on the day of receipt.  
The product(s) remain frozen with evidence of  
temperature integrity provided.

There is evidence of fault of the product.

Borthwick Foods must sight faulty goods prior to  
the issuing of quality related credit claim, except  
where prior agreement has been made between  
Borthwick Foods and the customer, where  
photographed evidence will be accepted.

**For all next day deliveries, please place all orders by 3pm prior to the date delivery**