

## Jollie Gourmet (Jollie) Trading Terms

### Supplied Goods

Jollie will make every effort to supply your complete order, although all products are subject to availability. If any part of your order is unavailable, Jollie will contact you.

Jollie aims to provide you with the highest standard of quality products. If any delivered products do not meet these standards, Jollie will gladly accept returned goods and will issue a complete refund for those items.

Jollie requests that any issues regarding delivered products, including items that may need to be returned, be communicated to Jollie within 7 days of receipt of those goods. Jollie will not accept liability for shortages or damages unless it has been brought to our attention within the 7 day period. All queries should be directed to our office by emailing [sales@jollie.com.au](mailto:sales@jollie.com.au) or by calling 02 8001 6440.

When contacting Jollie with any invoice or delivered product queries please quote the invoice number and your Jollie customer number.

Goods returned to Jollie without prior communication will not be accepted. All products being returned to Jollie must be forwarded through the Jollie nominated Freight Company.

### Freight Charges

A freight charge is added to your order based on the total weight of the ordered goods, the method of delivery required and the location to which the order is being sent. This charge will be clearly identified on your invoice. Below are current freight charges, in \$AUD inc GST.

REGION	Standard			Express		
	<10kg	11 - 25kg	25kg+	<10kg	11 - 25kg	25kg+
Syd Metro	13.35	16.05	18.75	13.20	18.20	23.20
NSW Reg	14.45	18.15	21.85	23.50	42.50	61.50
Melb Metro	14.45	18.15	21.85	23.50	42.50	61.50
VIC Reg	17.75	22.55	27.35	37.45	74.45	111.45
Bris Metro	14.45	18.15	21.85	23.50	42.50	61.50
Qld Reg	21.15	26.95	32.75	45.00	88.00	131.00
Qld Far North	27.50	37.50	47.50	72.50	154.50	236.50
Adelaide	17.75	22.55	27.35	37.45	74.45	111.45
SA Regional	21.15	26.95	32.75	45.00	88.00	131.00
Perth	27.50	37.50	47.50	72.50	154.50	236.50
WA Regional	38.10	57.60	77.10	105.70	210.70	315.70
Tasmania	24.25	32.15	40.05	59.90	124.90	189.90
NT	31.40	45.60	59.80	97.50	197.50	297.50

### Minimum Order

The minimum order amount is \$100 excluding GST and Freight; accept in the case where Jollie is unable to fulfil a complete order due to product availability.

### Prices and Credit Card Payments

All prices are stated in Australian Dollars. All products sold within Australia are subject to 10% GST.

Jollie reserves the right to alter prices and freight charges without prior notice.

All payments made by credit card will attract a 1.5% surcharge on the total invoice amount.

### Trading Accounts

After receipt and processing of a completed customer application form, Jollie will notify you of your account details.

Jollie requires that your first invoice be paid before order delivery. All future invoices are to be paid within your stipulated time frame (as communicated by Jollie as part of your account details) from the date of invoice.

Goods supplied by Jollie remain the property of Jollie until the relevant invoice has been paid in full.

No goods will be supplied if your account is operating outside of the account details that Jollie has communicated to you.

Any queries relating to payment of your account should be emailed to [sales@jollie.com.au](mailto:sales@jollie.com.au) or you can call our office on 02 8001 6440.

Any changes to any business details you have supplied to Jollie that form part of your account details must be communicated to Jollie before submitting another order or making a payment.