

**ORDER FORM PAGE  
BROCHURE**

To facilitate smooth and accurate processing of your order, please ensure ALL of the following information is



Since 1988

1667 Centre Road, Springvale, 3171 Victoria  
ABN 60 624 527 768

**Please Note:** If you require multiple delivery points, please supply the "Receiver details" as below for **each** recipient, on a separate order form page or our **bulk order form** – see our website for details.

Please Fax this Pre-Paid Order Form to: 1300 666 476

Email to: [Sales@interhampers.com.au](mailto:Sales@interhampers.com.au)

<b>Date:</b>		<b>Delivery Required by (date):</b>	
<b>Sender's Details</b> <small>**If you do not wish to receive emails with promotions, new product launches &amp; general updates please tick this box <input type="checkbox"/></small>		<b>Receiver's Details</b> <small>(All hampers must be signed for so a business address is recommended.)</small>	
<b>Purchase Order No:</b>		<b>Name:</b>	
<b>Name:</b>		<b>Company:</b>	
<b>Company:</b>		<b>Address:</b>	
<b>Address:</b>			
		<b>State:</b>	<b>Post Code:</b>
<b>Suburb:</b>		<b>Phone: **</b>	
<b>State:</b>		<b>Post Code:</b>	
<b>Phone: (business hours)</b>		<b>**NOTE: RECEIVER'S PHONE NUMBER IS MANDATORY</b>	
<b>Fax:</b>		<b>Special Delivery Instructions (if applicable):</b>	
<b>E-mail:</b>		<b>Where did you hear about us? (please circle one):</b>	
		Existing Customer   Website/Google   Received Brochure Yellow Pages   Referral   Other _____	
<b>Invoicing Details if different from above :</b>			
<b>Name:</b>		<b>Company:</b>	
<b>Address:</b>			
<b>Method of Payment (please circle one)</b> Visa            AMEX (1.75% fee)            Mastercard			
<b>Card Number:</b> _____ / _____ / _____ / _____ <b>Expiry Date:</b> ____ / ____			
<b>Card Holder Name:</b>			
<b>Card Holder Signature:</b>		<b>Card Security Code:</b> _____	
<b>Hamper Name:</b> (A bulk order form is available for orders to multiple destinations)	<b>Quantity</b>	<b>Unit Price</b>	<b>TOTAL</b>
<b>Delivery &amp; Handling (for pallet rates please call for a quote)</b>			
<b>GRAND TOTAL</b>			
<b>MESSAGE TO GO WITH GIFT (limited to 200 characters including spaces)</b>			

# INTERHAMPERS AUSTRALIA

## **TERMS AND CONDITIONS** (Please see our website [www.interhampers.com.au](http://www.interhampers.com.au) for a full list of Terms and Conditions)

Interhampers Australia are pleased to present a selection of gift hampers for any occasion which are offered with the following terms and conditions:

**Orders** – All orders must be in writing; placed either by our online ordering form, fax, or email. To facilitate smooth processing of your order we require the following information:

**Senders Details:** Contact Name, Company, Address, Phone Number, Email and Purchase Order Number (if applicable)

**Receivers Details:** Contact Name, Delivery Address, Phone Number, Any Delivery Instructions (please ensure details are correct & current)

**NOTE:** All hampers must be signed for so a business address is strongly recommended. Re-delivery charges will apply

**Hamper/s:** Name of hamper/s and quantity of each

**Delivery Date:** Date you require hamper/s to be delivered "no later than". Please refer to table below for approximate delivery times

**Message:** Any message you may require to accompany the hamper. NOTE: Message space is limited to 200 characters

**Payment:** All web orders are to be prepaid by credit card. Visa, Mastercard and Amex are accepted. Amex payments will incur a 1.75% fee. All other orders must be paid in full by credit card, EFT or cheque prior to the despatch of the order unless a prior arrangement is made with Management on a case by case basis.

**Amendments/Cancellations** - All order amendments or cancellations must be made in writing and be received no later than 48hrs prior to the despatch of your order.

**Item Availability** – All items as displayed in our hampers are available at the time of printing of our catalogue, however, in the event any item is unavailable due to circumstances beyond our control, an item of similar value will be substituted. Where hampers are shown to contain Christmas products, an alternative item of similar value will be substituted outside of the Christmas season.

Props such as glasses and dishes may have been used for photographic purposes only. All items included are fully itemised in the contents list for each hamper, shown on our website and in the Interhampers Australia brochure.

**Special Hamper Requirements** -For large corporate orders we are happy to design hampers to meet your individual needs. Please contact our office on 1300 888 371 to discuss your requirements. As our hampers are mass produced on production lines, we regret that we cannot design hampers or change items for orders under 50 units.

**GST** – All advertised prices for hampers and freight are GST inclusive.

**Delivery Address and Details** – It is the customer's (sender) responsibility to ensure that all delivery addresses and details provided to Interhampers are correct. A street address is required. Our carriers do not deliver to Post Office boxes. A business address is recommended, as all hampers must be signed for. Should Interhampers incur any additional delivery costs as a result of any inaccurate delivery information provided by the customer, these additional costs will be passed on to the customer. Unless advised to do so, our carriers will not leave hampers at an unattended address. Note: Interhampers takes no responsibility if damage of any description occurs with a hamper left at an address on your instruction. A card will be left to advise the recipient of attempted delivery; it is then the responsibility of the recipient to arrange re-delivery. Any re-delivery charges will be passed on to the customer. Our carriers do not call prior to delivery.

**International Delivery** – Interhampers Australia delivers to all destinations within Australia. Unfortunately we are unable to deliver internationally.

**Delivery Date** – We will attempt to deliver as close as possible to your requested delivery date. Interhampers use external carriers and make every possible effort to deliver an order **by** the date requested. However, there may be unforeseen circumstances or events beyond our control.

**Order Cut Off Dates** – To ensure deliveries prior to Christmas, order cut off dates for each state will apply. Please refer to our website or catalogue for the current cut off dates. Please note: these dates are as a guide only – cut off dates may change without further notice.

**Delivery Times** – Delivering to certain areas, combined with the seasonal demand on courier and transport companies, at the time of ordering allowance should be made for delivery times as follows:

Victoria Metro 1-2 working days

Victoria Country 1-4 working days

NSW, ACT & SA Metro & Country 2-4 working days

QLD, TAS & WA Metro 4-7 working days

QLD, NT, TAS & WA Country 4-9 working days

Please note that these times may increase during the Christmas season without further notice. Our carriers deliver between 9am and 5pm Monday to Friday only. Our carriers do not deliver on Saturday, Sunday or Public Holidays.

**Delivery & Handling Charges** – Our advertised hamper range are all FREIGHT INCLUSIVE.

For special orders, delivery cost will need to be assessed on a per order basis. Please call our customer service team on 1300 888 371 to discuss your requirements.

**Express Courier Service** – (Melbourne metro only) for an additional fee we can offer same day delivery service. The order must be received by 11am. Orders received after 11am will be delivered next business day. Please call our office for a delivery quote on 1300 888 371.

*Please note: This service will be limited during peak season dependant on our carrier availability.*

**Customer Pick-up** – Customers who wish to pick-up their orders from Interhampers Victoria must inform us of this when placing the order.

Please note; we are unable to fill out consignment notes on behalf of transport companies, and we use 'Chep' pallets on an exchange basis only i.e. if you need to pick up two pallets of hampers, you will need to exchange two empty 'Chep' pallets when picking up.

**Late Delivery** – It is the responsibility of the customer to inform Interhampers if an order does not arrive by the due date. We will lodge inquiries with the carrier and ensure delivery occurs as soon as possible.

**Age and Identification** – As some of our hampers may contain alcohol; persons under the age of 18 are not permitted to purchase or receive any hamper containing alcohol products. Proof of identification may be requested.

**Proof of Delivery** – Interhampers and its appointed carriers may request the signing of a document as proof of a delivery of an order. It is the responsibility of the customer to nominate a designated contact person to receive the delivered order from Interhampers, who may or may not be required to sign for the receipt of the hampers.

**Damaged Items** – All items in Interhampers gifts are packed with due care to avoid damage, breakage or spoilage and are despatched from Interhampers in excellent condition. Interhampers do not accept responsibility for damage caused to a hamper once it has left our premises. However, in the event that a product is damaged, broken or spoiled in transit to the customer, the customer should notify Interhampers upon receipt of the affected gift. The damaged hamper or item must be returned to Interhampers and we will reimburse, at the discretion of Management, all reasonable postal or handling costs incurred, and will replace free of charge the affected item or hamper as is the case.

**Replacement/Refund** – Interhampers Australia do not supply refunds for incorrect choices, not reading terms and conditions, unavoidable courier delay, damage in transit and faulty or damaged product except at the discretion of Management. This will be assessed on a case by case situation once the faulty or damaged hamper has been returned to Interhampers. Delivery charges are non-refundable.