



## TERMS & CONDITIONS – DUBBO HOME DELIVERIES.

- Request for a credit or refund for damaged or spoiled goods must be made on the day of delivery by taking a photo and emailing [sales@midwestfoods.com.au](mailto:sales@midwestfoods.com.au) with your name, delivery address, phone number and what the request is. We will review each request on its own merits and approve/deny credits the following day.
- Products cannot be returned for a refund due to change of mind.
- Stock will be delivered to the agreed location (front step, porch, verandah etc.) however, the Midwest Foods staff are not permitted to enter the customers residence.
- If you are not home at the time of delivery, the products will be placed at your requested location and no credit for theft or spoilage will be accepted.
- Drivers will carry no cash and payment must be made before the goods are delivered. Should your card decline a team member will be in contact to discuss the payment.
- The delivery driver has been requested to take a photo of each delivery for our records.
- Please keep pets away from the delivery location. E.g. if a dog is roaming free on the premises the delivery will not be made and the products returned to the Midwest Foods warehouse for you to collect.
- Due to HACCP requirements we are unable to credit/return frozen goods once the delivery has been made. If we deliver the wrong product we will make arrangements to replace with the correct item at no cost to you.
- Please take care when placing your order – we accept no liability for incorrectly placed orders or when the delivery details supplied by you are incorrect.
- Please note, if we are delivering frozen/chilled goods, the customer needs to ensure the stock is kept at the required temperatures.