

Otes Green Pty Ltd - **PO Handling and Delivery Information**

as of 10th July 2015

IMPORTANT: *Please ensure that all the sales staffs in your store have read the following information in regards to Otes Green products ordering and delivery.*

Purchase Orders

- Otes Green **highly recommends POs to be sent through via fax or email.**
 - Fax: 03 9768 2316
 - Email: order@otesgreen.com.au
- After the order is received and stocks available, Otes Green will despatch order without further notification, unless stocks for the order are unavailable, or same week delivery cannot be met.
- Please call Otes Green ASAP if you have not received your order within 1 week of placing POs.

Delivery Schedule

As of 10th July 2015:

- **PO cut-off time is 5pm Monday for the guaranteed same week delivery, and Otes Green will make calls for orders that cannot be delivered on the same week.**
- Delivery to shops and depot will generally take place Tuesday to Friday.
- Any order placed after PO cut-off that does not fit into delivery route will be delivered the following week.
- Orders placed before cut-off that cannot be delivered the same week, will be delivered on the following Monday if urgent.

Urgent Delivery

- For any order placed after PO cut-off time, please contact us via phone after PO is sent through, and we will attempt to fit into planned route for the week.
- If order needs to be delivered urgently and no route was planned to the destination, we can deliver for a surcharge of \$50 +GST

Backorder

- When stocks becomes unavailable and PO was received, phone calls and/or email will be made to inform the PO sender of the delay and the estimated backorder arrival date. Once backorder arrives we will call to reconfirm the order before despatch
- Please inform us ASAP for changes or cancellation of the order due to backorder.

However **the golden rule for Otes Green delivery:**

**If you have questions, call us on 03 9768 3930
and we will help you!**