

...and now the boring bit – terms and conditions!

General Terms

We try to man our posts from 8.00am until 5.00pm Monday to Friday, but excluding Public Holidays, however we also have to run the grove and the vineyard, so if you have to leave a message we will endeavour to return your call promptly – honest!

Orders can be placed on the telephone, left on the answer machine, sent by facsimile, e-mail or homing pigeon, alas we do not have a crystal ball and so telepathy is out. We prefer telephone because we like to talk to our customers and get to know you – old-fashioned really, but then that's us.

Our terms of payment are Credit Card or electronic bank transfer. If per chance there is an error with the account, please bring it to our attention immediately so we can take action promptly.

Prices

Prices stated may change, however, unless superseded by a more up to date price list we will honour the prices over.

Ordering

We do not have a minimum order, and accordingly we charge freight on each and every order. We do however, keep our freight costs as low as possible and generally use couriers or Australia Post – see below.

Orders are accepted subject to the availability of goods and on an order to order basis. No continuing contractual obligation is implied. All goods must be checked at the time of receipt. Claims regarding condition, quality or quantity must be forwarded to us immediately by telephone and followed up in writing within 2 working days. We aim to deal with complaints promptly and effectively so please act quickly.

Deliveries

Most of our deliveries are made by courier, or Australia Post dependant on geographical location and circumstances. Please ensure we have details of a safe delivery option if the consignment is to be left unattended for any length of time. Without these details the courier or Australia Post will hold for you at their respective depots awaiting collection. We aim to dispatch orders within two working days and have them to you within four working days, accordingly Monday is a good ordering day for a Friday delivery, consume on Saturday, ready to reorder on Monday – simple really, just like me!

Freight Charges

We undertake to keep freight to a minimum and provide the following approximate costs. Actual costs will be annotated on the final invoice. Call for more detailed freight pricing.

Address	Cost
East coast from Tweed Heads to Hervey Bay, including Ipswich, Sunshine Coast and Gold Coast hinterland – up to a total weight of 25 kg per carton	\$11 per carton
Toowoomba to Dalby and environs – up to a total weight of 25 kg per carton	\$6 per carton
East coast from Noosa to Townsville (not including Islands) – up to a total weight of 25 kg per carton.	\$25 per carton
Cairns and environs – up to a total weight of 25 kg per carton.	\$34 per carton
All other areas – please call to negotiate!	

Note: In a changing world prices may be subject to change. We will advise you if this is the case.

Bon appétit

Bunnyconnellen Fax: 07 46979565 / Tel: 07 46979555