



CHARCUTERIE AND CO
TERMS AND CONDITIONS – CURRENT AS OF JANUARY 2022

Website Sale Cancellations

In the event you have purchased a platter box online and need to cancel your order, please be aware of these parameters before making a cancellation. As our platter boxes are made fresh to order using perishable ingredients we specifically order for each box, we do have certain limitations in place regarding refunds.

However, in the event that something goes wrong and you need to cancel, we are always here to help and will endeavour to work with you to provide a suitable solution.

For orders under \$125.00:

More Than 7 Days Prior to Pickup or Delivery Date:

Any cancellations that occur during this period will have a 100% refund, or alternatively we are happy to work with you to move your order to another more suitable date.

Up Until 48 hours Before Pickup or Delivery Date:

Changes can be made to your pickup or delivery date free of charge. At 48 hours out, a full cancellation will result in a 80% refund, with 20% kept for the loss of ingredients and administration free.

24 Hours Before Pickup or Delivery:

Within 24 hours of pickup or delivery, orders are non-refundable. If something comes up, and you would like to make a cancellation or change within this timeframe, please contact us ASAP for help. We will endeavour to work with you to find a solution, however you will not be able to receive a refund for your order.

For Orders Over \$125.00:

Until 7 Days Prior to Pickup or Delivery Date:

For orders over \$125, due to the fact that they require further planning, rostering and ordering needs, a full cancellation will result in a 80% refund. 20% will be kept for

administration and ingredient loss. Alternatively, we can work with you to move your order to another day, free of charge.

Under 7 Days, Prior to 24 hours of Delivery or Pickup:

Full cancellations for orders within this timeframe will result in a 50% refund of your order, with 50% kept for ingredient loss and administration fees due to rostering changes. If you would like to change your pickup or delivery date instead, please contact us for help. Within this timeframe, changes to delivery or pickup are subject to availability/ may incur a small fee.

24 Hours Before Pickup or Delivery:

Within 24 hours of pickup or delivery, orders are non-refundable. If something comes up, and you would like to make a cancellation or change within this timeframe, please contact us ASAP for help. We will endeavour to work with you to find a solution, however you will not be able to receive a refund for your order.

****Please note when ordering, the cancellation policy applies to all orders, even if you have purchased them within the non-refundable timeframes****

Food Safety

Catering in public places must not remain unattended at any time.

Food delivered by Charcuterie and Co has been monitored and controlled in the appropriate HACCP temperatures. Once food has been received it is the responsibility of the client that food remains in a safe and contaminant free environment. It is industry standard that prepared food stuffs should not remain out of the safe temperature zone (0 to 5 degrees) for more than 3 hours, including preparation time. Charcuterie and Co prepares food to order, and transports in a cold receptacle. Based on this information our recommended duration for grazing events and platter boxes be consumed within 1.5 -2 hours of being left out.

Delivery and Pickup

Customers should be advised that upon ordering you will be asked to select a time frame of delivery or pickup on your chosen day. Those time frames are 7am-9am, and 9am-11am. Please be advised we can not guarantee a specific delivery time within those periods, and it is the responsibility of the customer to make sure you are available to receive your purchase, or the recipient will be home during that time frame.

For delivery, our delivery driver will come to your chosen address and knock on the door to notify you they have arrived. If you do not answer the door, they will endeavour to leave your delivery in a sheltered position by the front door. Please ensure you let us know of any access instructions to reach the property.

For Pickup, all orders will be placed in a pickup point outside the front of the Endeavor Foundation Building. You will receive a pickup notification when it is ready to pickup. The order will be clearly marked, it is your responsibility that you take the correct order within the specified time frame. If you experience any issues (i.e. running late) with pickup, please contact us immediately at hello@charcuterieandco.com, or call the business phone on 0423 622 073. If when you come to collect the order, it is not out the front, the team may have taken it inside to keep it cool. Simply call the store on 0423622073, and a team member will bring it out.

Confirmation

When ordering any of our grazing boxes, brunch boxes or pantry items, bookings for delivery or pickup are confirmed upon receipt of payment.

For events, bookings are confirmed upon receipt of C&C invoice. Full payment must be received prior to the event, as per the invoice.

Licensing

Charcuterie and Co Catering is a food business operating under a food manufacturer license, with a 5 star Eat Safe rating. We do not hold a liquor license. Clients consuming alcoholic beverages in public spaces assume all responsibility for alcohol consumed throughout the duration of the event.

Event Cancellation Policy

In the event of cancellation:

- Within 7 days non-refundable, Clients will be offered alternative dates, gift vouchers, or an alternate food arrangement to the value of the event
- Within 30 days 70% refundable, 30% will be retained for Administration costs and purchased goods loss
- For events that invoice over \$500.00, cancellation outside of 30 days will receive an 80% refund. 20% is retained as an administration fee.
- For events that invoice under \$500.00, cancellation outside of 30 days will receive a 90% refund. 10% is retained as an administration fee

Clean Up Service - Events

Unless specified, our Clean Up Service includes stylists returning 2 hours after commencement of the event. Further time will incur additional fees.

Breakages and Hardware - Events

Clients are liable for any and all breakages, theft, or irreparable damage to hired items.

Hardware hired must be returned within 48 hours of the event to 33 Corporate Drive, Cannon Hill, The Endeavour Foundation building. Items can be placed on the right side of the entrance, on the balcony.

Late or missing refunds (if applicable)

If you haven't received a refund yet, first check your bank account again.

Then contact your credit card company, it may take some time before your refund is officially posted.

Next contact your bank. There is often some processing time before a refund is posted.

If you've done all of this and you still have not received your refund yet, please contact us at hello@charcuterieandco.com.