



HOW DOES DELIVERY WORK?

1. Check to see if your postcode is on our delivery list
2. Place your order online – any special notes or delivery instructions can be placed in the NOTES section
3. If you have ANY queries please call 03 5422 3553

How do we deliver ?

We deliver to your home using a professional cold-freight delivery service

Do I need to be home ?

YES Our products need to be kept refrigerated and we need to ensure the products are handled safely the entire time

If for some reason you may not be home for a period of time on delivery day, please leave a cool box (Esky) with ice bricks somewhere easy for the delivery driver to find And let us know that's what you're doing so we can include instructions for the driver

What time will I receive my order ?

This is impossible to answer – once it has left us it is in the hands of our very capable courier service However this is an entirely separate business to ours and how they schedule their runs and how busy they are is not known to us.

They do start delivering early and I know that most of the inner suburbs have usually received their orders between 9am-11am

Can you deliver to apartments?

Sure can – just give us as much information to make access as easy as possible for the driver. A lot of apartment dwellers who live in gated or secured apartments can receive a phone call and meet the driver at a convenient location. Boxes can also be left with at hubs or with concierges.

How often do you deliver?

At the moment we are delivering every fortnight Our couriers have set a 60 box limit so once our orders reach capacity we will close orders for that period Orders will reopen the Tuesday after the last delivery day Our final deliveries will take place just before Christmas We will take a short break in January and then resume after that

Do you deliver interstate?

No – due to the nature of our products we have to take care of how we deliver. Interstate just takes too long and we cannot be guaranteed of safe handling for the delivery period

Any other questions ?

Please feel free to call or email info@piperstfoodco.com with any other questions

It's also a great idea to join our lovely bunch of friends on our e-mail list We only send a monthly email – and you hear about new products, receive exclusive invitations and you'll be the first to know when our cooking school re-opens

Thank you