

Melbourne & Suburbs – Cancellation Policy

3 days cancellation is required for all locally sourced goods.

7 days cancellation is required for all imported goods.

This applies to all items we source for your order.

These time frames are based around our cancellation times required by our suppliers.

We understand some customers may cancel on you at the last minute, if this is the case, and it does fall outside our cancellations policies, we will endeavour to work with you where we can, and possibly absorb or on-sell some items and reduce your commitment where possible.

STANDING ORDERS

Any changes or cancellations to standing orders, will require at least **7 Days' Notice**

Our Specials Department does work 3 weeks ahead of time with our standing orders, so any changes or cancellations the team will need to apply those changes to 3 weeks' worth of orders.

It is important for our team to have at least 7 Days' Notice, to allow us time to cancel your order with our supplier, **this will depend on the item being cancelled and the time of year.**

Some items we may be able to on-sell.

Unfortunately, we are unable to accept any cancellations or changes of standing orders on the day, as most items will have arrived or be on their way to our warehouse.

DAILY ORDERS

If you are needing to cancel anything off a general/daily shop order on the day, we do strongly encourage you to let us know **first thing in the morning**, as cancelling items halfway through the day may be too late if your order has already been picked and packed.

For our **box customers**, if the items are already packed up, we unfortunately, are unable to remove the items from your box.

If your order has not yet been started, then this will not be a problem.

SPECIAL/WEDDING ORDERS

Special/Wedding orders where stock has been specially ordered in for you will require 7 days cancellation.

If less than 7 days' notice is given, we will always try to work with you in this time, but items we are unable to cancel will still be billed to your account.