

## terms & conditions

### delivery

free delivery for cbd, richmond, docklands & st kilda road.

surrounding areas within a 10km radius of the cbd may attract a delivery fee of \$20.00.

poa rates apply for areas outside of a 10km radius of the melbourne cbd.

### minimum orders

cold deliveries: \$50.00

hot lunch deliveries: \$100.00

### delivery times

our standard delivery times are 8.00 am to 5.30 pm  
monday to friday.

should deliveries or equipment retrieval be required outside of these times, we will endeavour to satisfy your requirements - fees may apply.

### scheduled arrival times

cold food may be delivered up to 1.5 hours  
prior to your specified time.

hot food may be delivered up to 15 minutes  
prior to your specified time .

we take every precaution to ensure your food arrives safely & on time, however should circumstances arise which are out of our control, we will contact you with a revised arrival time as near as possible to your requested time .

### weekends & public holidays

we are happy to discuss opening for your special event, however the following surcharges will apply:

saturday surcharge	15%
sunday surcharge	20%
public holiday surcharge	POA

### terms of trade

we require COD for initial orders until such time as an account is established.

our standard terms are 7 days from date of invoice, however this requirement is negotiable for regular customers.

late payments may attract a 15% fee.

### need to make a change to your order?

we will endeavour to accommodate any changes you may require, however we would greatly appreciate if you could have your next day orders to us by 3.00 pm on the day prior to delivery.

### pricing

all prices quoted include GST  
our prices are correct at time of printing, although due to seasonal or supplier shortages we may be required to alter menu items &/or prices.

## terms & conditions cont....

### payments

**note:** all payments require a remittance to:

email: accounts@dlish.com.au  
fax: 03 9429 7770  
39 Lothian St North Melbourne 3051

### payments may be by cash, cheque, eft or credit card as follows:

Cheque: D'lish Corporate Catering  
39 Lothian St North Melbourne 3051

EFT: Account. Lishcorp Pty Ltd  
BSB: 013410  
Acc. No.: 489755424

Credit Card: we accept visa, mastercard & amex  
(2.2% surcharge applies)

### event catering

to secure your booking, please ensure a signed 'event confirmation form' is returned to D'lish.

in the absence of a signed confirmation form, your deposit will serve as acceptance of our terms & conditions.

we require a 30% deposit for all event catering.

full payment is required at least 5 business days prior to event.

we will not accept a reduction in guest numbers with less than 5 business days notice prior to your event.

in the event of cancellation less than 5 working days and more than 2 working days prior to function, 50% of your deposit will be refunded.

in the event of cancellation less than 2 working days prior to function, your deposit will not be refunded.

### corporate cancellation

we will endeavor to satisfy cancellations on the day of delivery, however if your order has been prepared, payment will be required in full.

for cancellations with less than 24 hrs notice, full staff hire charges will apply.

D'lish takes no responsibility for acts of nature, such as weather, which may result in the cancellation or disruption of an event.

### confirmation

all D'lish orders will be confirmed by phone or email.

it is your responsibility to review the details of your order & to notify D'lish of any errors and/or changes

### damaged/lost platters & equipment

lost or damaged platters & equipment will be charged at their replacement value.

each of our platters are clearly identified on the base, please ensure they are left in a safe location for easy retrieval.