

terms & conditions

delivery

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

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

return trip courier rates apply for areas outside of a 10km radius of the melbourne cbd.

minimum orders

cold deliveries: \$40.00

hot lunch deliveries: \$100.00

delivery times

our standard delivery times are 7.00 am to 5.30 pm
monday to friday.

should deliveries 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 10% fee.

need to change 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 4.00 pm on the day prior to delivery.

pricing

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....

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, 50% of your deposit will be refunded.

corporate cancellation

we will endeavour 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.

confirmation

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

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.