

## **STIRLING FRENCH DOOR FRIDGE – HOME DELIVERY POLICY**

The delivery service included in the Stirling French Door Fridge promotion on sale 07<sup>th</sup> August 2019 is a standard service that includes delivery of the appliance to the customer's home between Mondays and Fridays (9am to 5pm). It is a requirement for someone to be present in order to receive the delivery.

The service does not include deliveries outside of the standard weekday timeslots, the unpacking and installation of the new fridge or the removal of old appliances and packaging material.

### **Q: How is delivery arranged?**

A: Once the customer purchases their purchase pack from an ALDI store, they will need to follow the instructions on the home delivery instruction card located inside the pack. They will be required to call the helpline (1300 886 649) to log their details and request their preferred delivery date. They will then receive a call back from the couriers who will confirm the date and time for delivery.

### **Q: What is included in the home delivery service?**

A: The home delivery service includes delivery of the fridge to an agreed location inside the customer's home on an agreed date and time within the delivery policy.

### **Q: What is not included in the home delivery service?**

A: The home delivery service does not include the removal of old appliances, unpacking and installation of fridge or removal of the packaging material.

### **Q: What are the delivery days?**

A: Deliveries are performed Monday to Friday between the hours of 9am to 5pm. Any deliveries required outside the standard times of Monday to Friday (9am - 5pm) will incur an additional fee. The fee will be calculated depending on distance and organised directly with the supplier.

### **Q: Is next day delivery an option?**

A: Next day delivery is not an option. Delivery will be between 2-5 business days but could be up to 7-10 business days in high demand or regional areas.

### **Q: If customers complete the home delivery instructions on a Saturday or Sunday, what is the earliest delivery option?**

A: 2-5 working days.

### **Q: What additional fees may apply?**

A: Additional fees may be incurred if the customer wants additional services to those outlined in the home delivery policy. These include delivery dates outside of the standard Monday to Friday (9am - 5pm) and services such as unpacking and installation of the fridge as well as the removal of old appliances and/or packaging material.

### **Q: Is delivery available for regional locations?**

A: There are options for almost any location in Australia. For regional locations the same process applies for customers to organise their home delivery as metro locations however extended delivery delays may apply. Regional locations are considered to be towns that lie beyond the major capital cities and surrounding suburbs.

For customers living in remote locations or on islands off mainland Australia, shipping restrictions do apply. This will be communicated by a customer service representative at the time of registering

delivery details over the phone. Remote locations are considered to be isolated in nature and lack transportation links.

**Q: What if there is a hold up in a delivery?**

A: Customers will be called and notified in advance up to the morning of delivery of any potential scheduling delays. Customers should call the helpline (1300 886 649) for any further information required.

**Q: Do customers have to be home to receive a delivery?**

A: There must be a person at home to accept the delivery. Customers will be called and notified in advance of delivery timeslots to ensure someone is home to accept the delivery. In the event that someone is not home the customer will be contacted to schedule a new delivery date and time.

**Q: Are there options available to change a delivery date after it has been requested?**

A: The customer can contact the helpline (1300 886 649) at any stage prior to the day of the scheduled delivery and notify them of a change to their preferred delivery date and time.

**Q: What should customers do to prepare for a safe delivery (e.g. secure access to the property, adequate lighting and pets are safely secured)?**

A: Customers should ensure that someone is home at the agreed time and that there is safe and sufficient access to the property. There needs to be a clear path inside the house where the appliance is to be placed. It is important for customers to check the box dimensions of the appliance to ensure that it will fit through their front door.

**Q: What are the dimensions of the Fridge?**

A: Box Dimensions: 1867mm (H) x 845mm (W) x 716mm (D)  
Fridge Dimensions: 1800mm (H) x 800mm (W) x 665mm (D)

**Q: What should customers do if the Fridge is damaged on delivery?**

A: Call the helpline number (1300 886 649) and organise for the fridge to be picked up and a replacement fridge delivered, or a refund issued.