



Details of Pasta Al Dente Home Delivery Service

29th August 2020

Dear Customers,

We are not offering Home Delivery services to selected suburbs around Melbourne. If your suburb is not listed, but you are within 30km of Assembly Drive Tullamarine, please send your details to sales@pastaaldente.com.au and we will see how we can accommodate your request.

There will be set days for deliveries, however as this is a new service, days are subject to change depending on demand for this service and the areas of travel. Every attempt to deliver on a set day will be offered, some instances may require delivery days to change. You will be notified via email, phone or text message should this occur.

Minimum order amount of \$75 will apply for areas within 30kms from Pasta Al Dente Tullamarine.

Minimum order amount of \$150 for areas outside this range that are approved delivery areas.

We are unable to offer delivery for interstate customers or regional areas of Victoria at this stage.

At this stage, there will be no delivery charge for this service, so long as the minimum order amount is achieved. Full payment via Credit Card (VISA or MasterCard) will be required to confirm your order once it has been processed and prepared. Please note, due to the items being food items and many having a short life as well as made to order products, once your order is confirmed and paid for, refunds will not be available.

Delivery will be made between the hours of 8am and 5pm, specific times will not be possible. Customers must be home in order for a delivery to be made. If no-one is home the delivery will be brought back to our factory, and a fee of \$20 will be applied to redeliver the goods.

Current zones – as at 29th August 2020

ZONE 1 & 3 – Monday Delivery – Orders must be received no later than 10am Friday

Zone 1 – Airport West, Attwood, Avondale Heights, Gladstone Park, Gowanbrae, Greenvale, Keilor East, Keilor Park, Niddrie, Oaklands Junction, Roxburgh Park, Tullamarine, Westmeadows.

Zone 3 – Ascot Vale, Brunswick, Coburg, Essendon, Fawkner, Flemington, Footscray, Glenroy, Oak Park, Pascoe Vale, Maribyrnong, Moonee Ponds, Strathmore, West Footscray.

ZONE 2 – Wednesday Delivery – Orders must be received no later than 12pm Monday

Zone 2 – Altona, Altona Meadows, Ardeer, Bacchus Marsh, Burnside, Carinlea, Calder Park, Caroline Springs, Deer Park, Delahey, Derrimut, Diggers Rest, Hillside, Kealba, Keilor Downs, Melton, Point Cook, Rockbank, Seabrook, St Albans, Sunshine, Sunshine North, Sunbury, Sunshine West, Sydenham, Taylors Hill, Taylors Lakes, Werribee, Williams Landing, Williamstown.

ZONE 4 – Thursday Delivery – Orders must be received no later than 12pm Tuesday

Zone 4 – Broadmeadows, Bulleen, Bundoora, Campbellfield, Craigieburn, Eltham, Epping, Greensborough, Lalor, Mill Park, Preston, Regent, Reservoir, South Morang, Thomastown.

This is a contactless service, our drivers will make themselves known when they arrive to ensure someone is home to receive and put stock away. Please note the driver will not enter your home, stock will be left at your front door. Our goods are dry, refrigerated and frozen, please ensure they are stored away in the correct way immediately upon delivery.

Due to current restrictions with COVID-19 delivery to apartment blocks or hotels are not available.

All orders must be emailed to sales@pastaaldente.com.au and include your Name, Surname, Address, Contact Phone Number and name of items as listed on our Pantry List.

If you are placing the order on behalf of someone else, please ensure you include all contact details.

Please note, delivery suburbs, zone inclusions, delivery fees, product range, product pricing and product availability is subject to change without notice. Should this affect a customer placing an order, you will be notified immediately upon receipt of your order and prior to being charged.

Thank you once again for your support, it is greatly appreciated.

Michael Chiodo - Owner