



9-354 Reserve Road, Cheltenham, Vic 3192  
P: 9585 8228 – F: 9585 8229 – M: 0418 568 313  
www.baysideletterbox.com.au – julie@baysideletterbox.com.au

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## Terms & Conditions

### Our terms require that:

- Bookings must be confirmed in writing prior to the start of the distribution.
- All material must be delivered to our premises in Cheltenham, no later than five days prior to the start date.
- All material must be bundled in uniform amounts and quantity clearly marked on boxes.
- The invoice must be paid in full at the commencement of the distribution or else distribution will not commence.
- When booking a distribution date, please allow +/- 3 days for any unforeseeable delay (e.g. bad weather & other unforeseeable circumstances).

### The prices quoted include the following:

- Premium rates to be paid to walkers in areas where the terrain is hilly and difficult to distribute to.
- Delivery of items to individual walkers in designated areas.
- Distribution of each item to residential or business letterboxes in each of the areas as specified by the client.
- Auditing is available in most distribution areas. Independent people email us when a pamphlet is received in their letterbox. This is the basis of our exclusive email auditing service available in most areas. Due to Privacy Laws this information cannot be made available to clients without the express written permission of the person participating in our auditing program. Auditing statistics can be made available, however any personal information pertaining to the auditor will be removed.
- Should there be any complaints, a thorough investigation will be made by Bayside Letterbox

### Cancellation Policy

#### Before job commencement:

A refund of the total cost will be reimbursed to the client less a fee for sorting/couriers and/or other associated costs.

#### After job commencement:

No refund applicable. Bayside Letterbox Deliveries will return any undelivered stock to client upon request.

### Complaints Policy

Complaints must be received within 7 days of completion of the distribution in order for Bayside Letterbox Deliveries to verify and investigate.

- Bayside Letterbox Deliveries takes all complaints seriously.
- Provided the complaint is received within the specified time Bayside Letterbox Deliveries will undertake the following steps to have the matter resolved within 24-48 hours weather and circumstances permitting:
  - Immediately dispatch a supervisor to the street where the complaint was received
  - Obtain independent eye witness accounts of the complaint or otherwise

- Send audit report or telephone canvas report to client.
- Manager will assess report and forward to client with a resolution.

Any complaints received after the deadline will not be investigated due to inaccuracy of the results that will be obtained.

### **Payment Policy**

For delivery without delay, please ensure that your cleared payment reaches Bayside Letterbox Deliveries prior to the scheduled distribution date.

- Payment is strictly upfront before commencement of any distribution.
- We cannot start distribution until full payment has been made.
- We only accept cash, credit card and direct transfer to our bank account.
- GST is included in all quoted prices.

### **Letterbox Distribution (Residential Areas)**

- Residential distribution only.
- Leaflets must arrive at our office at least 5 working days in advance.
- Distribution will be delayed in extreme weather conditions (e.g. rain & heat).
- We reserve the right to refuse any distribution job (e.g. heavy or bulky materials). Any materials over 9kg per 1000 are considered bulky.
- All bookings are subject to schedule availability.
- Payment is strictly upfront before commencement of any distribution.
- We cannot start distribution until full payment has been made.
- We accept credit card, cash, cheque or direct transfer to our bank account.
- GST is included in all quoted prices.
- For distribution figures, please request a no obligation quote from us.
- Distribution figures are subject to change without notice.

### **Outsourced Letterbox Distribution**

- During our peak times, we reserve the right to outsource a clients distribution job to one of our qualified and experienced agents.
- Residential distribution in Melbourne metropolitan areas only.
- Any delay in booking & leaflets arrival will result in distribution delay & possibly additional booking fees.
- All bookings are subject to schedule availability.

**Confirmation of Order/Booking Form**

This quote is subject to Bayside Letterbox Deliveries terms and conditions, which are included for your attention.

1. I/We hereby agree:

- a. To complete a New Customer Application Form if I am a regular Customer and require an account
- b. To be bound by Bayside Letterbox Deliveries terms and;
- c. That this Quote and Bayside Letterbox Deliveries terms and conditions sets out the full terms of the agreement between myself/ourselves and Bayside Letterbox Deliveries in relation to the supply of the Service to me/us by Bayside Letterbox Deliveries.

Dated: .....

Dated: .....

Signed

Signed

.....  
For and on behalf of the Client

.....  
For and on behalf of the Bayside Letterbox Deliveries

.....  
Print Name

.....  
Print Name

*You will receive a signed copy of this confirmation as proof of order acceptance.*

**Distribution Information**

Client Name: \_\_\_\_\_

Address: \_\_\_\_\_

Phone: \_\_\_\_\_

Leaflet Name: \_\_\_\_\_

Size of Leaflet: \_\_\_\_\_

Distribution Date: \_\_\_\_\_

Quantity Booked: \_\_\_\_\_

Delivering to Cheltenham: \_\_\_ / \_\_\_ / 10

Method of Payment:  Cash  C/C  Chq  EFT

**PAYMENT BY CREDIT CARD**

Card Type: Visa  Mastercard

Credit Card No.     Exp. Date: \_\_\_/\_\_\_

Authorisation Signature: \_\_\_\_\_

Please complete and email to [julie@baysideletterbox.com.au](mailto:julie@baysideletterbox.com.au) or print and fax to 9585 8229