



Hello to all our valued customers,

Just a reminder that we are requesting all orders be placed online by 3pm for next business day delivery. Orders that need to go with a courier or freight company please allow 3 business days for dispatch or collection.

#### **FAQ's**

##### ***Q: Why the deadline?***

As many of you are aware we run our business very slim. We only have a total of 7 staff of which 3 are part time. Most days the warehouse is only manned by the storeman and an admin team member who are maintaining the warehouse, managing outstanding accounts, receiving stock orders, maintaining the website, etc.

Unfortunately we (like many of you) feel the pinch of the ever changing economy. As a result we too have had to adapt. Most of our team wear many hats.

The delivery deadline allows us to manage our day more efficiently allowing us the opportunity to ensure we are servicing our customers with more than just placing orders.

As we get into our busy season this becomes increasingly more challenging for us. The deadline allows us to ensure we are still providing a level of service deserving of our client base across all of our operations.

##### ***Q: I missed the deadline but need my order...***

A: Many of our customers have their orders in on time. As a result we usually have a full run and need to get on the road to ensure we deliver to everyone before they close. If we can add it to the run we will, so long as it isn't causing delays in starting our delivery run. If we have someone else heading in your general direction we will send it with them.

But please do not rely on this courtesy as we really don't like disappointing any of our customers.

Alternatively we are open until 4pm and you are more than welcome to collect your orders from our warehouse.

Worst case scenario we will deliver the following business day.

##### ***Q: I forgot to add something to my order...***

A: Not a problem. You can place another order online. You won't be charged 2 delivery fees. We will only ever charge one fee for each delivery run.

##### ***Q: I was delivered an incorrect item...***

A: Any mistakes we make we will fix. We will do our best to correct the issue on the same day. Next business day at the latest. You won't be charged an additional delivery fee.

***Q: Seeing as you're coming out anyway can I add some more items and save on the delivery fee...***

A: Please keep in mind we are a small business like many of our customers. The delivery fee offsets the fuel increases we all experienced. If your intention was to order more stock then naturally there would be another fee. On a case by case basis we may choose to waive the fee at our discretion.

***Q: Why can't I get through to anyone on the phone...***

A: As mentioned earlier we run very slim. One of the many reasons include:

- We are already on a call with a customer.
- Working with our suppliers and freight forwarders.
- Emergency call out.
- Staff are in the warehouse picking orders or receiving stock orders.

We identified early on that our business needed to evolve. We spent a lot of time getting our online ordering system to where it is to solve a slowly growing issue we could see coming. Primarily we needed a way for customers to place their orders at any time whilst providing a level of confidence that what they were ordering was going to be delivered. We identified this as the number one concern with busy cafes, restaurants and bars.

Best thing to do is send us an email. This gives us something that all our team can follow up on and track. Alternatively please use the notes section when placing your order and we will address it once it comes through.

You are welcome to leave a detailed voicemail. We will eventually get to it and address your enquiry or call you back.

We look forward to working with you all in the coming months and wish you all a very profitable dry season!

**Absolute Coffee and Absolute Packaging Team**