

## CRACE ONLINE SHOP INFO

**Location** - Your order will be picked and packed at our Crace store located on *56 Abena Avenue, Crace ACT*

**New minimum spend** is \$30 (limited time), for both our Click & Collect and Home Delivery services (excluding delivery fee).

**Discounts, Loyalty Card program and American Express card (AMEX)** is not accepted/ integrated onto our online shop yet.

**Payment Details** - Once you provide a bank card upon check-out, you won't need to produce it again when you come to pick up your order or when you receive your delivery at your address.

**Ordering Times** - We do ask our customers to allow 1 full day to make your order before pick up.

**Product & Substitutes** - Our shelves are slowly filling back up as people have started to become more calm. Purchasing limit of 1 pack/quantity per order for high-demand products is still in place. Additionally, there is an option for each of the displayed items on our online shop for you to either select the option 'Please supply a substitute' or 'No Substitutes please'.

## CRACE CLICK & COLLECT ORDER PICK UP PROCEDURE

**Parking** - When picking up your grocery with your car please park in the designated parking bays on *Samaria Street* (signs have been placed for your convenience).

**Ring our bell/ buzzer** - If you arrive and our loading dock is unattended please ring our bell that is located next to the fire exit. When you ring our bell, there will be a video call made to our store where you can have a quick chat with our team members about your pick-up. Alternatively, you can also give our store a call on *6162 0913*.

**Receiving your order** - Our team members will load your groceries into your car for you.

**Identification card** - Please bring along your Identification Card so that we are able give you your correct order. We also sell liquor online as well.

**Third Party order pick ups** - Your utilising a third party courier or delivery persons to pick-up your grocery order is fine. However we will need the name of the person who is picking up your order. We will also be asking them for their Identification Card too.

**Pen** - Please bring your own pen, if possible. The pen is for you to sign-off on your order upon pickup. We will also have our own pens available to our customers to sign with (sanitized/ wiped), if required.

## CRACE HOME DELIVERY INFO

**Suburbs we deliver to in Canberra** - Crace, Palmerston, Franklin, Mitchell, Harrison, Gungahlin, Kaleen, Giralang, Lawson, Nicholls, Ngunnawal, McKellar, Moncreiff, Forde, Bonner, Amaroo, Casey, Throsby, Taylor and Jacka.

**Order** - Your first account and order with us is FREE, so make sure you leave a note in your order mentioning this so we can take off those charge. We are currently doing deliveries 7 days a weeks for the 3pm - 6pm time slot only. Please allow 1 full day to make your order before the delivery time.

**Delivery Charges** - Please see below table CRACE HOME DELIVERY CHARGES for more information.

**Cancellations** - A cancellation fee of \$20 is in place for all orders cancelled 4 hours prior to the delivery time (ie. orders cancelled from 12pm on the day of delivery).

**Receiving your order** - Our team members will deliver your grocery to your address that you have provided on our shopping site in your account. Customer's will be required to sign-off their orders once our team member arrives with your delivery. Please also let us know if someone else may be receiving your order on your behalf.

**CRACE HOME DELIVERY CHARGES**

<b>SHOPPING CART SPEND</b>	<b>CHARGES</b>
Orders \$300 or above	Free
Orders \$250 or above	\$2
Orders \$200 or above	\$5
Orders \$150 or above	\$9
Orders \$100 or above	\$11
Orders under \$100	\$14
CANCELLATION FEE	\$20