



COUNTRY DELIVERIES

AUSTRALIA

CORPORATE



countrydeliveriesaustralia.com.au



1300 200 735



admin@countrydeliveriesaustralia.com.au

ADELAIDE – BRISBANE – MELBOURNE – PERTH – SYDNEY



Level 28
140 St George's Terrace
Perth WA 6000
1300 200 735
admin@countrydeliveriesaustralia.com.au

I am pleased to formally confirm that Country Deliveries Australia, henceforth referred to as CDA, is committed to serving all of your valued country customers. We want to provide you with comprehensive details regarding our delivery services to ensure a smooth and efficient process for both your team and your customers:

Delivery Scope:

- CDA offers delivery services for all large items available in your store, extending our coverage to remote country locations situated within Zone 1,2 and 3 as illustrated on the accompanying map.

Cost Structure:

- For large items such as fridges, washing machines, air conditioners, TVs, beds, mattresses and similar products/appliances, we maintain a delivery cost minimum of \$50 to a maximum \$250 per item. Home furniture is subject to size and quantity.
- In the event that a customer combines large items with smaller ones in a single order, the delivery of the small items will be delivered free of charge.
- Notably, when a customer orders a fridge and a large TV in the same delivery, they will benefit from an additional 50% reduced fee for the second large item, thereby optimising cost efficiency.

Delivery Schedule:

- CDA has established a Monday to Friday weekly delivery schedule, with our driver arriving at your loading dock on specific days of the week based on the destination:
- Furthermore, our commitment extends to delivering to any towns en route to the specified destinations, ensuring comprehensive coverage and convenience.

Pre-Delivery Preparations:

- To enhance transparency and address any potential concerns, our delivery driver diligently photographs each item before loading. This practice allows us to document any pre-existing damage prior to loading on your dock.
- Your store manager will be approached by our driver to secure their approval for the delivery. Simultaneously, the captured photos will be shared with your store manager for their reference.
- Upon receiving the necessary approvals, the approved items will be loaded onto our delivery trucks, at which point CDA assumes full responsibility for ensuring they're safe and secure delivery. It's important to note that we are fully covered by comprehensive cartage insurance throughout this process.

Post-Delivery Customer Support:

- After the successful delivery of items to your customers, should they encounter any issues with the functionality or operation of the items upon unpacking, we kindly request that they contact either your store or the manufacturer, in accordance with the provided warranty terms.

Cost Efficiency:

- We take pride in offering highly competitive delivery costs, significantly lower than those of other remote delivery companies. This cost advantage is primarily attributable to our strategic partnership with COLES for food deliveries to numerous remote country locations and the expansive cargo capacity of our large trucks.
- You have the flexibility to seamlessly incorporate our delivery costs into your orders, enabling us to invoice you directly or allowing your customers to make direct payments prior to the scheduled delivery date.

Empowering Your Sales Team:

- We encourage you to relay this valuable information to your sales team. They can now expedite the sales process by promptly providing customers with instant delivery cost estimates, eliminating the need for waiting on delivery quotes. This approach will undoubtedly enhance the overall customer experience and contribute to increased sales efficiency.

In conclusion, we are excited about the prospect of serving your valued country customers. Our commitment to reliable, cost-effective, and customer-centric delivery services is unwavering. Should you have any further questions or require additional information, please do not hesitate to reach out to our dedicated support team.

Thank you for entrusting CDA with your delivery needs. We look forward to a successful and mutually beneficial partnership.

HOW YOUR STORES STAFF CAN PLACE A DELIVERY:

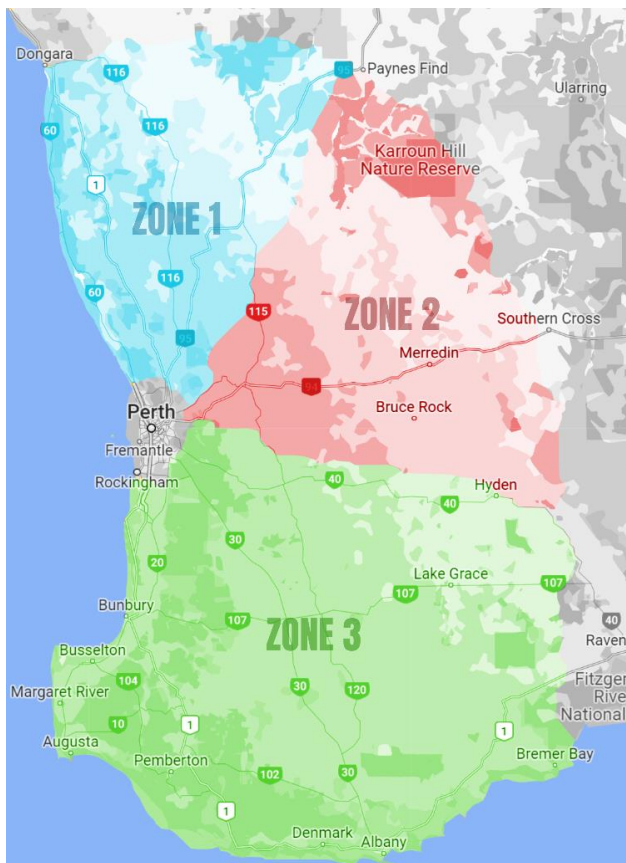
1 - Go to countrydeliveriesaustralia.com.au and click on Corporate in menu

2 – Complete form and then submit

We will then take over and work with you and your customer to complete their delivery.

When our delivery is completed your store will be notified by SMS and email.

WA Map – Southern Western Australia region:



Sincerely,

Peter Downes
General Manager
0474 008 600
admin@countrydeliveriesaustralia.com.au
Country Deliveries Australia (CDA)