

## Everything you need to know about ordering by mail from The Grain Grocer

**By Phone:** 03 6331 4649

**By Fax:** 03 6331 4659

**By Email:** [info@thegraingrocer.com.au](mailto:info@thegraingrocer.com.au)

### How to Order

Please note that all orders are in Australian Dollars and include GST where indicated (GST) or exempt (FRE).

#### Order Form:

- Download and print out the order form in either Excel or the standard print .pdf format from [www.thegraingrocer.com.au](http://www.thegraingrocer.com.au)
- Complete Excel format for email or fax order.
- Complete .pdf format for phone, manual fax or postage order.
- Complete the shaded sections of the form.
- Enter Page 1 kg total in shaded box.
- If a second page is used transfer the total kg from Page 2 onto Page 1.
- Select delivery State for freight costs estimate or calculate from the Australia Post web site [http://www1.auspost.com.au/pac/aus\\_parcel.asp](http://www1.auspost.com.au/pac/aus_parcel.asp) . (Note: Postage costs vary by Post Code groupings so estimates are a mid range average)
- We will contact you prior to dispatch should there be more than 10% increase variation to the estimated cost.
- If uncertain in any way phone 03 6331 4649 and ask for assistance.

**Credit Cards:** Only Mastercard, Visa and Bankcard accepted.

**By Phone:** (Credit Cards Only) 03 6331 4649 between 9am & 5pm weekdays. Please have the order and credit card details ready.

**By Fax:** (Credit Cards Only) 03 6331 4659 (24 hours). Complete the Excel or .pdf form and fax to above number.

**By email:** (Credit Cards Only) [info@thegraingrocer.com.au](mailto:info@thegraingrocer.com.au) (24 hours). Complete the Excel form and attach to your email.

**By Mail:** Mail your order form with payment to: The Grain Grocer, Shop 1, Quadrant Plaza, York Street, Launceston, 7250.

**By Bank Transfer:** Transfer funds to BSB: 633 000 A/c No:123596603 Please confirm transfer by email to: [info@thegraingrocer.com.au](mailto:info@thegraingrocer.com.au) and reference "Mail Order"

## Postage and Handling

- Australia Post Web Site calculator for delivery within Australia  
[http://www1.auspost.com.au/pac/aus\\_parcel.asp](http://www1.auspost.com.au/pac/aus_parcel.asp)
- Maximum Dimensions per Parcel:

Weight	20kg
Length	105cms
Girth	140cms
- Specific freight rates will be sought for orders larger than 20kg.
- Rates: Estimates only – minor variations apply for actual post codes....check Australia Post website.

### Approximate mid range estimates

Tas	\$7.20 plus \$0.35 per kg	expected postage time	1 business day
Vic	\$9.05 plus \$1.30 per kg	“	“
NSW	\$9.05 plus \$1.95 per kg	“	“
Qld	\$9.05 plus \$2.95 per kg	“	“
SA	\$9.05 plus \$2.50 per kg	“	“
NT	\$9.05 plus \$2.90 per kg	“	“
WA	\$9.05 plus \$2.90 per kg	“	“

Cheaper rates are available for some specific prepaid package sizes and will be applied if available and practical.

## Your Privacy

- Your credit card information is detached from your order once completed and shredded. New credit card information is required for subsequent orders.
- We do not disclose any personal information about our customers to any other third party nor do we use your email address to send you material without your consent.
- We are committed to protecting your privacy and providing security for your credit card details.

## Product Prices and Availability

Prices and availability are subject to seasonal change. Variations will be advised before dispatch.

Thank you for visiting The Grain Grocer web site please come again.