



## Delivery Procedures

Spar broadacres will continue to make deliveries to Customers in need.

- All orders will be dispatched from Broadacres store.
- **Orders must be sent in writing to [broadacres3@retail.spar.co.za](mailto:broadacres3@retail.spar.co.za)**
- Once an order is received our customer care team will send a confirmation of receipt. You can call our switchboard if you have queries 011 540 1517 / 00.
- A minimum order of R300 is required.
- A delivery fee of R80 per delivery will be charged.
- Orders must be received before 16h00 daily. These orders will then be dispatched within 48 hours. However the lead time may change depending on customer demand.
- Orders are dependent on stock availability. Please advise if you are happy to receive an alternative product? Should more than 50% of Order be Out of Stock, we will hold the order until more product is available.
- We would prefer to receive payments via EFT to minimise contact between yourself and our drivers.
- In this respect, a total will be emailed to you with our banking details.
- You must ensure we receive an email of the proof of payment, before we will dispatch your delivery.
- However, should you wish to make payment by Credit or Debit card, we will send a machine with the driver. We would suggest utilising the Tap payment method to minimise contact.
- Please note the driver will not leave goods unless the payment has been processed successfully.
- Our driver will have sanitiser available to utilise before placing the goods at your entrance, and then he will step away. He may not enter your premises.

We will require the following customer information to process orders:

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

Telephone: \_\_\_\_\_

Email address: \_\_\_\_\_

Spar Rewards Card Number: \_\_\_\_\_

Would you like stickers: \_\_\_\_\_

Pensioner Card Number: \_\_\_\_\_

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

\_\_\_\_\_

\_\_\_\_\_

Access Code if required: \_\_\_\_\_

Order: \_\_\_\_\_

Please be as specific as possible with the items required. Please advise if stock is not available, if you are happy with a substitute product?