

## Terms of Use

### **Returns and Refunds Policy**

Bill's Farm is committed to providing you with high-quality delicatessen produce. However, we do understand customers may sometimes require a refund. This policy sets out circumstances in which we may, in our absolute discretion, provide a refund.

#### Returning a Product

We will gladly replace or refund products that have been damaged, spoiled have their packaging seal opened or broken. We will also refund products which have been incorrectly received. For all returns and replacement enquiries, please contact [deli@billsfarm.com.au](mailto:deli@billsfarm.com.au) or visit Shop 17-20, Dairy Hall at Queen Victoria Market within 24 hours of receiving/purchasing your product(s). Bill's Farm cannot issue refunds to customers who may change their mind or have made an incorrect product choice. We cannot refund product that has already been opened.

#### Eligible Returns

Returned items must be returned in the same condition in which they were bought including the sealed packaging.

We are unable to accept returns on the following:

- Products that have been held for more than 7 days from purchase or receipt
- Products that has been removed from its original sealed packaging
- Product that has been cooked, cut or partially consumed by the customer

#### Additional Returns Details

For all returns, please contact [deli@billsfarm.com.au](mailto:deli@billsfarm.com.au) within seven days of receipt. Due to the nature of our business, an exact replacement may not always be possible, but we will replace the product with another product of the same value.

### **Online or Shop Orders Policy**

#### Order Status

To check on the status of your order, please email us at [deli@billsfarm.com.au](mailto:deli@billsfarm.com.au) and we will respond as soon as possible.

#### Cancellation

Changes and cancellation to orders are accepted until 1 week prior to your collection date. No refunds will be provided for orders that are cancelled with less than 1 week notice. All cancellation refunds may be subject to a 10% administrative fee. Bill's Farm may retain 10% of the total order price to cover costs incurred to initiate your order.

### **Delivery Policy**

Bill's Farm does not provide delivery services. All orders must be collected at Shop 17-20, Dairy Hall at Queen Victoria Market within the following times or otherwise agreed upon:

- Monday: Closed

- Tuesday: 6am – 2pm
- Wednesday: Closed
- Thursday: 6am – 2pm
- Friday: 6am – 3pm
- Saturday: 6am – 3pm
- Sunday: 9am – 3pm

## **Privacy Policy**

This privacy policy has been compiled to better serve those who are concerned with how their 'Personally identifiable information' (PII) is being used online. PII, as used in US privacy law and information security, is information that can be used on its own or with other information to identify, contact, or locate a single person, or to identify an individual in context. Please read our privacy policy carefully to get a clear understanding of how we collect, use, protect or otherwise handle your Personally Identifiable Information in accordance with our website.

## Security Policy

When purchasing from Bill's Farm, card details are transmitted through a secure server. Card data is not hosted by Bill's Farm after processing.

## What personal information do we collect from the people that visit our website or online order form?

When ordering or registering on our site, as appropriate, you may be asked to enter your name, email address, phone number or other details to help you with your experience.

## When do we collect information?

We collect information from you when you place an order, fill out a form or enter information on our site.

## How do we use your information?

We may use the information we collect from you when you register, make a purchase, or use certain other site features in the following ways:

- To personalise user's experience and to allow us to deliver the type of content and product offerings in which you are most interested.
- To improve our website in order to better serve you.
- To allow us to better service you in responding to your customer service requests.
- To administer a contest, promotion, survey or other site feature.
- To quickly process your transactions.
- To send periodic emails regarding your order or other products and services.

## Do we use 'cookies'?

Yes. Cookies are small files that a site or its service provider transfers to your computer's hard drive through your Web browser (if you allow) that enables the site's or service provider's systems to recognize your browser and capture and remember certain information. They are also used to help us understand your preferences based on previous or current site activity, which enables us to provide you with improved services. We also use cookies to help us compile aggregate data about site traffic and site interaction so that we can offer better site experiences and tools in the future.

### Third Party Disclosure

We do not sell, trade, or otherwise transfer to outside parties your personally identifiable information unless we provide you with advance notice. This does not include website hosting partners and other parties who assist us in operating our website, conducting our business, or servicing you, so long as those parties agree to keep this information confidential. We may also release your information when we believe release is appropriate to comply with the law, enforce our site policies, or protect ours or others' rights, property, or safety.

### Third party links

We do not include or offer third party products or services on our website.

### **Contacting Us**

If there are any questions regarding our policies, you may contact us using the information below.

[deli@billsfarm.com.au](mailto:deli@billsfarm.com.au)

(03) 9328 2003

*Full Platter Pty Ltd trading as Bill's Farm*

**ABN: 8262 1246 633**