

Caterme



TERMS AND CONDITIONS

ORDERS:

All orders must be placed at least 48 hours before the expected delivery and/or event, however we will always endeavour to proceed with your order no matter when it is received. please note our office hours are 10am-6pm Monday-Friday, 10am-5pm Saturday, 11am-3pm Sunday.

To avoid disappointment please contact us as early as possible.

BATERCARD ORDERS- Must be confirmed 48 hours before the expected delivery and/or event.

CANCELLATIONS:

Cancellations after 12pm the day before will be charged at 75% of the quoted price, CaterMe may ask for a non refundable deposit of 20% on all orders over \$500.

Changes/amendments to orders can be made with at least 24 hours notice.

We will always do our best to help rectify the situation. Please contact us for further information

DELIVERY: *(no fee for onsite cooking options)*

New Plymouth delivery is charged at \$15.00 per delivery and \$15.00 for the following day pick up.

If you would like catering outside New Plymouth please contact us.

We will deliver at the time stated by the customer, If your delivery is delayed for reasons beyond our control we will inform you.

FOOD HANDLING:

All food products are delivered ready to be served, we do not support reheating or any other food handling by a customer and therefore take no responsibility if a customer handles food items without CaterMe's advice.

If for requested reasons a customer chooses to have the food delivered cold or not ready to serve reheating instructions will be provided by CaterMe.

Caterme

TERMS AND CONDITIONS

EQUIPMENT:

A list of CaterMe's quality equipment will be provided with your order. All crates, plates, platters, glassware and other property used to delivery, serve and present food remain property of CaterMe and will be collected the following day unless otherwise discussed.

All breakages, losses or other damaged equipment will be charged if necessary by separate invoice.

PAYMENT:

Payment will be charged in \$NZD. Cash payments are accepted, our preferred method of payment is via phone, internet transfer. Mobile on spot payment available for credit and debit cards. CaterMe accepts both MasterCard credit/debit cards and Visa credit/debit cards (not Eftpos, Amex or diners) All transactions are charged at 3.5% merchant service fee.

Payment by invoice must be made within 7 days unless otherwise arranged.

BUSINESS:

Caterme is an company which is under Management from United Hospitality.