



# Healthy Valley Organics

28 Drynan St, Bayswater WA 6053 [www.healthyvalleyorganics.com.au](http://www.healthyvalleyorganics.com.au)  
T: 08 9371 9903 F: 08 9371 9905 E: [sales@healthyvalleyorganics.com.au](mailto:sales@healthyvalleyorganics.com.au) ABN: 43 008 891 398

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## Online Ordering – Outside of Perth & WA

For customers outside the Perth Metro area or Interstate (not in WA), please follow the relevant steps when ordering online:

### You have an Account with a Courier Company that provides CHILLER Transport

- If your courier company provides CHILLER transport then please enter their **Perth depot address** in the Delivery Address section, and we will delivery your goods, refrigerated, to their Perth depot.

### You have an Account with a Courier Company that DOES NOT have CHILLER Transport

- If your courier company DOES NOT provide CHILLER (refrigerated) transport, then you CANNOT order refrigerated goods, such as Kombucha, sauerkraut and raw chocolates.
- Enter your courier company's Perth depot address in the Delivery Address section.

### You DO NOT have an Account with a Courier Company

- If you DO NOT have an account with a courier company at all, then we can organise delivery of your goods via Australia Post or another courier service (non-refrigerated), such as TNT or TOLL, and the cost of freight, that we get charged, will be added to your Tax Invoice.
- Please note that you CANNOT order refrigerated goods, such as Kombucha, sauerkraut and raw chocolates.
- At checkout, choose the payment option **Direct Debit**, as this will allow us to calculate freight costs prior to you receiving your final Tax Invoice.
- DO NOT pay the amount due on the first invoice that you receive via our website – you will need to wait for us to manually email you a PDF copy of your Tax Invoice, which will include FREIGHT costs. This may take up to 3 working days.
- Once payment is received into our Bank Account then your order will be dispatched.