

## OPERATIONS MANUAL

### 3.5.4 Store – Delivery Policy



**ChemistCare**  
Warnervale

**Version: Oct 2015**

## BACKGROUND.

Providing a delivery service is a highly valuable but costly service to provide. It costs us approximately \$60.00 per hour to run.

Our free service therefore has certain limits and time constraints. To maintain this valuable service we ask that you prepare all your needs in a single delivery, where possible.

## Free SERVICE.

- Available Monday to Friday, except Public Holidays.
- So we can accommodate as many clients as possible, there are designated delivery run times.
  - Therefore there are Cut Off times for same day delivery, staff can advise.
  - We can NOT give you an exact time of delivery as this depends how many deliveries and traffic conditions.
- Available to our local area only. Staff can advise.
- Someone must be there to collect OR prearrange a safe and secure place for us to leave the delivery.
- If an item has to be redelivered it will attract a small “Delivery Fee”.
- For Free Prescription delivery you will need to file your prescriptions on our file at the pharmacy.
  - Where we need to pick up your prescriptions from your home and deliver the medications back again we will charge a “deliver Fee”.

## Notes.

- Due to OH&S, and duty of care to our staff they are NOT permitted to enter your premises.
- For safety reasons we prefer Card payments and have a portable Eftpos for these.