



Terms & Conditions

Cancellation & Refund Policy

Any orders cancelled within 72 hrs of the delivery date will result in a cancellation fee amounting to the cost of the order.

A full refund will be applied to any orders cancelled outside the 72 hrs of delivery date.

Payment & Ordering

Generally, we would appreciate minimum 3 days notice for all grazing boxes orders. Orders will always be subject to availability. We suggest you order as soon as possible to avoid disappointment. You can view our product pricelist on our Instagram and Facebook pages or message us to request. Produce may vary due to availability.

Payment is required at the time of ordering for orders made within 4 weeks of the delivery date. Your order is not confirmed until payment is received. Proof of payment may be requested in some cases.

For orders made outside 4 weeks of the delivery date, payment will be required 4 weeks before the deliver date.

A 30% deposit maybe requested on larger orders; this is up to the discretion of the Olive + Pickle Manager.

Delivery

Delivery is included to one location for our small grazing box orders (less than 5 boxes).

A delivery fee of \$5 per drop off will apply for any additional locations.

Large event delivery (more than 5 boxes) incurs a cost of \$15.

Olive + Pickle accepts no liability for the loss or deterioration of any goods once they have been delivered.

Food Handling & Consumption

In compliance with Food Standards Australia New Zealand, Olive + Pickle advises that all foods prepared by us has to be consumed or discarded within 4 hours. If you want to save the grazing box for later, it should be refrigerated as soon as possible and no later than within one hour.

As Olive + Pickle is not in control of the environment or storage of the food after it is delivered or picked up, the client takes full responsibility for food safety immediately upon pick up/delivery.

We accept no liability or responsibility to any illness, sickness or damage caused due to consumers not abiding by the terms and conditions regarding our consumption standards.

Allergies & Intolerances

Dietary and allergen requirements should be communicated upon ordering.

A gluten free surcharge of \$5 per small and \$8 per medium or large box will apply to any gluten free orders.

A vegan surcharge of \$5 per box will apply to any vegan orders.

Please consider Olive + Pickle products are produced in shared facilities that handle the following ingredients: milk, eggs, soya, seafood, peanuts, sesame seeds, tree nuts, gluten and celery. It is not possible to guarantee the total absence of these ingredients in any of our products. Olive + Pickle accepts no liability to any allergic reaction by a customer as a result of consuming an Olive + Pickle product.

Terms and conditions are subject to change without notice.