



### Online Terms of Service for Wholesale Customers: Payments and Deliveries

1. **Online ordering:** MBL welcomes all our existing wholesale clients to register for an online account. To access online ordering using your existing MBL account for the first time please send a request to [sales@mblsa.com.au](mailto:sales@mblsa.com.au) or call Ph (08) 8417 6000 and we will let you know how you can register for online ordering.

Alternatively use this link to register: <http://www.mblsa.com.au/onlineaccountregistration.php>  
If you forget your user name and/or password, call us on 8417 6000 to reset it.

2. **Payments:** Payment types include:
  - Credit Card. Online payment via Visa or Mastercard.
  - Cash on Delivery/Pick up. This payment type is only available to local customers where the MBL truck delivers to you and you choose the delivery option “deliver to me per my agreed terms” or “PickUp-Showroom” or “PickUp-Lavinia St”.
  - Credit Card over Phone. Goods will be dispatched after you call us with your credit card details and payment is successfully completed. Contact us to add this option to your online account.
  - Direct Deposit. Allow one business day after paying for payment to be confirmed before the dispatch process is begun. Contact us to add this option to your online account.
  - On Account. This option is only available to approved account customers.
3. **Delivery Options:** Available to Adelaide Metro, Outer Zone (Hills, Barossa, Fleurieu, Murray Bridge) and SA/NT country customers. Wholesale client delivery and supply options include:

- **“Deliver per my agreed Terms”**

**Metro:** Available via MBL’s own vehicles to approved Adelaide metro account clients one scheduled day per week, and outer zones such as the Adelaide Hills, Barossa and Fleurieu areas one scheduled day per fortnight or month for regular orders over \$250 value. Your MBL rep or the sales team can tell you which delivery day is available for your area. Be sure to order by 2:00pm two days before your delivery day to get your order on board. Additions to orders can be submitted until 10:00am the day before your delivery.

Note: Deliveries via MBL vehicles may not be available to all businesses/areas. We will contact you if we need to arrange alternative delivery.

**For orders under \$250 a service or courier charge will be added to your invoice and payment total. Pre-payment will be required via EFT or credit card if you have a COD account.**

**Country (including interstate):** Use the “Deliver per my agreed Terms” option where you have nominated your own freight account or provider with us. If you have not advised us of your freight account and you use this option, you are accepting that freight will be charged to you and your payment will be automatically amended to include the freight charge. The lead time to dispatch is generally 2 business days (freight and courier schedules may increase this time frame).

Orders under \$250 value attract a \$11.00 delivery charge if we deliver the order to your freighter.

- **“Courier (charge will be added)”**

**Metro:** 1-2 business day dispatch via courier service.

**Outer zone / Country:** Use this option where your own freight provider has not been nominated.

We will calculate the courier/freight charge and add it to your invoice and payment before dispatch. Same day or next day dispatch is only where possible and is not guaranteed. Please call us on (08) 8417 6000 to confirm if your order is time-critical.

- **“Urgent Courier (charge will be added)”**

**Metro:** Same day courier if ordered before 10:00am. Next business day delivery if ordered after 10:00am.

**Outer zone / Country:** Fastest freight available to your area. Use this option where your own freight provider has not been nominated.

We will calculate the courier/freight charge and add it to your invoice and payment before dispatch. Same day or next day dispatch is only where possible and is not guaranteed. Please call us on (08) 8417 6000 to confirm if your order is time-critical.

- **“Pick Up Lavinia St”** Warehouse business hours are 8:30am to 4:00pm Monday to Friday.

**Order before 10:00am – allow 3 business hours to collect.**

**Order between 10:00am and 4:00pm – pick up between 8:30am and 4:00pm the following day allowing 3 business hours from time of ordering to collection.**

- **“Pick Up Showroom”** Showroom business hours are 8:30am to 5:00pm Monday to Friday.

**Order before 10:00am – allow 3 business hours to collect.**

**Order between 10:00am and 4:00pm – pick up between 8:30am and 5:00pm the following day allowing 3 business hours from time of ordering to collection.**

**Large pick up orders may require longer processing times. If in doubt, please call (08)8417 6000 to confirm when your order will be ready.**

If ordering after hours, allow three business hours from our opening time to when you collect.

All same day pick up orders are to be submitted before 10:00am. All orders submitted after 10:00am will be available to pick up on the following day. These times also apply to couriers and freight providers collecting on your behalf.

- **“Freight – Airbag 3kg or 5kg”**

Overnight express via TNT airbag dispatching at 1:00pm daily for delivery by 5:00pm on the next business day (exceptions apply to remote or some regional locations where next day delivery may not be available). Please submit your order before 10:00am.

MBL has best practice policies and procedures in place to ensure we maintain a high standard of service. We strive to dispatch orders completely, accurately and within the time frames stated above.

However, where circumstances beyond our control affect delivery or pick up times or product availability, we cannot accept liability if goods are not made available or delivered in the time advised in this document or elsewhere including by phone. If you have a delivery query for a specific order please contact us on (08) 8417 6000 to obtain an ETA. These terms are in addition to our Terms & Conditions available online at

<http://www.mblsa.com.au/site/pages/terms>