22/08/2024

Dear Valued Customers,

We regret to inform you that due to a significant increase in fees from our contracted delivery drivers and their growing unreliability, we have no choice but to introduce a delivery fee to continue to cater to our customer’s needs.

Effective from 1st September 2024, the following rates will be applied.

|  |  |  |
| --- | --- | --- |
| **Delivery Locations** | **Standard Fee** | **Packing Patients Special Rate** |
| * Wantirna * Wantirna South * Bayswater * Scoresby * Bayswater North * Vermont * Vermont South * Heathmont * Boronia | $8 | $6 |
| Outside above suburbs, but within 11km radius from our pharmacy | $15 | $12 |
| Further than 11km radius from our pharmacy | $25\* | $20\* |

\*The team hold the right to review the delivery fee, depending on the distance of the delivery.

Fees mentioned above are for weekday deliveries as we do not offer deliveries on the weekend. If the team agree to delivery on the weekend, whereby we will have no additional resources to provide delivery services, the fee will be subject to the pharmacy team’s discretion.

To get an order delivered same day, you'll need to book it in no later than 2pm. But please note, this is subject to availability and deliveries may be delayed at the team’s discretion.

We understand that this may be an inconvenience, and we strive to keep our delivery service efficient and fair. If you have any questions or concerns about this change, please do not hesitate to contact us. We understand that changes can take time to adjust to, and we are here to assist you through this transition.

Sincerely,

Community Pharmacy Wantirna