

**TRADING CONDITIONS
FOR CUSTOMERS IN BALI AREA**

1. Operational Hours PT. Alamboga Internusa :

- Monday-Friday : 08.00 - 17.00 WITA
- Saturday : 08.00 - 14.00 WITA
- Sunday : Closed

2. Schedule order and delivery :

- Delivery on the same day (Monday to Friday start 13.00 WITA valid for Kuta area)
Limit order time : Monday to Friday : 08.00 – 09.30 WITA
- Delivery for the next day after order on Monday to Friday, start from 09.00 WITA valid for all area.
Limit order time : Monday to Friday : 08.00 – 16.30 WITA
- For orders received on Saturday , delivery will be sent by Monday, starting at 09.00 WITA
Limit order time : Saturday : 08.00 – 12.00 WITA
To the pickup goods on Saturday, orders should be received 1 day before, by the latest at 16.30 WITA
- Order placement cannot exceed 7 days before delivery
- Pick up schedule at
PT. Alamboga Internusa :
 - Monday to Friday : 10.00 – 11.30 WITA and 13.00 – 16.00 WITA
 - Saturday : 10.00 - 14.00 WITA (closed for lunch 12.00 - 13.00 WITA)
- A purchase order will be proceed if the bank transfer proof has been received by Sales Admin
- Customers must sign the invoice including full name and company stamp as a confirmation that goods has been received from Alamboga to customer.

3. New customer registration procedure:

New customers must fill out a completed new customer form and send to customerservice@alamboga.com. The registration process will take 24 operational hours.

4. Please send the product order to:

Customer for HOREKA or individual:

Email : customerservice@alamboga.com
Phone & WA No. : (+62 361) 710673 - 676; 0812 1279 1932
Fax. : (+62 361) 720460

Customer for RETAIL (Super - Mini Market) :

Email : retail@alamboga.com
Telp. : (+62 361) 710673 - 676
Fax. : (+62 361) 720460

5. We do not provide any services for delivery to personal customers. Personal customers may come directly to PT. Alamboga Internusa or order online transportation (Gojek, Grab , Taxi , Etc.) to collect the orders.

Schedule pick up the goods at PT. Alamboga Internusa :

- Monday to Friday : 10.00 – 11.30 WITA and 13.00 – 16.00 WITA
- Saturday : 10.00 - 14.00 WITA. (closed for break 12.00 - 13.00 WITA)

PT. Alamboga Internusa is unable to provide the customer who would like to purchase directly without any order minimum 1-day prior which has been mentioned on the trading term and condition PT. Alamboga Internusa.

Any changes in the purchase order, quantity and items, cannot be handled during the pickup of goods

For the customer which have not made any purchase order within a month, automatically will be a non-active customer in our system on the following month

6. Payment can be made by Bank Transfer:

ACCOUNT NAME : PT. ALAMBOGA INTERNUSA
BANK : MANDIRI, CABANG BENOA – BALI
ACCOUNT NUMBER : 145 000 720 3777
OR
BANK : BCA, CABANG KUTA – BALI
ACCOUNT NUMBER : 146 993 2999

Payment confirmation should be sent to us by sending the Bank Transfer proof, one day prior to the delivery schedule by the latest at 16.30 WITA (Monday to Friday) via:

- WA Dept. Accounting No. : 0812 3650 2316
- Email : accounts1@alamboga.com ; accounting1@alamboga.com
- Phone Number : (+62 361) 710673-676

Payment by cash or Debit/Credit card can be made by customer who directly collect the goods at PT. Alamboga Internusa.

Invoices with a nominal purchase below Rp. 1,000,000 paid by Debit card or Credit card are subject to a 2% transaction fee from the total invoice.

7. Please send us email through customerservice@alamboga.com by the latest 2 days (working days) before a visit or site inspection at PT. Alamboga Intenursa

8. If you have any feedback or complaints on the products kindly contact us through our website www.alamboga.com. Any complaints must be received within 1 x 24 hours from time goods have been received.