

TRADING CONDITIONS FOR CUSTOMERS OUTSIDE BALI

1. Operational hours PT. Alamboga Internusa

- Monday – Friday : 08.00 – 17.00 WITA
- Saturday & Sunday : Closed

2. Orders and delivery

a. Order schedule of goods

Orders should be received at least 2 working days before scheduled delivery (before 15.00 WITA). Alamboga is unable to process any items or quantity changes, where order has been confirmed or if past the time limit.

Minimum weight for the purchase for the customers outside the Bali Area

- Jabodetabek : Minimum 50 Kg
- Other cities (Java area) : Minimum 50 Kg
- Lombok, Nusa Lembongan & Nusa Penida : Minimum 30 Kg

b. Delivery schedule each area :

Monday : Lombok, Nusa Lembongan & Nusa Penida
Tuesday : East Java
Tuesday & Friday : Jabodetabek, Central Java, Yogyakarta, West Java

c. For customer outside areas that have been mentioned above, please kindly contact our sales representative to have further discussion.

3. We provide Lintas Mitra as expedition partner for customers in Java areas. If the customers choose to use their own selected courier company, the customer must sign the statement letter from PT. Alamboga Internusa. We are not responsible for any complaint if customer choose their own expedition provider.

4. New customer registration procedures:

New customers should fill out a completed New Customer Form via our website (www.alamboga.com) or send it to sales@alamboga.com. The registration process will take 1 working day.

5. Orders can be received once all the requirements have been completed. For any order of goods, please send to:

WhatsApp : +6281389000400
Email : sales@alamboga.com
Phone No. : (+62 361) 710673-676; 9378021

6. Payment through Bank Transfer is as follows:

ACCOUNT NAME : ALAMBOGA INTERNUSA
BANK : MANDIRI, CABANG BENOA – BALI
ACCOUNT NO : 145 000 720 3777

OR

ACCOUNT NAME : ALAMBOGA INTERNUSA PT.
BANK : BCA, CABANG KUTA – BALI
ACCOUNT NO : 146 993 2999

7. Alamboga will only provide information about stock availability and process customer's order 2 working days before delivery / pick up date.
8. Proof of payment should be received by the latest at 14.00 WITA on working days (during the operational hours of PT. Alamboga Internusa) and before 1 x 24 hours from order date/delivery date. Delivery of order only can be processed if customer have settle all invoices related with the order.
9. Sales order will be automatically cancelled by system if Alamboga have not received any payment proof within 2 x 24 hours since final confirmation on sales order or proforma invoice have been made. It is applicable for all customers with bank transfer payment system.
10. Customers must sign the invoice including full name and company stamp as a confirmation that goods have been received by the customer. The invoice should be sent back to Alamboga within 1 x 24 hours.
11. PT. Alamboga Internusa will not provide any service related with quarantine letter for meats, dairy products, and fresh food products.
12. Please send us email through customerservice@alamboga.com by the latest 2 days (working days) before a visit or site inspection at PT. Alamboga Internusa. Visit or site inspection is only available for customers registered as business account.
13. If you have any feedback or complaints on products, kindly reach us through these contacts:

Email : customerservice@alamboga.com
Phone : (+62 361) 720200; 710673 - 676
WhatsApp : +6281389000500

Complaint should be received 1 x 24 hours after the product is received, not applicable for return of goods. Return of goods procedure should follow Alamboga Internusa's procedure.

Order that has been processed in accordance with the customer's order cannot be returned.