

TRADING CONDITIONS FOR CUSTOMERS IN BALI

1. Operational hours :

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

2. Orders schedule and delivery:

- Order placement cannot exceed 3 days before delivery.
- Pick up order on the same day
Limit order time : Monday to Friday: 08.00 – 09.30 WITA
- Delivery for the next day after order on Monday to Friday, valid for all areas.
Limit order time : Monday to Friday: 08.00 – 15.30 WITA
- Purchase orders will be processed if the bank transfer proof has been received by the Sales Admin team.
- By signing this invoice including full name and company stamp, customer has confirmed that the product quantity has been received completely by the customers. If there's missing product(s), do not sign the invoice. Please kindly report this issue to customerservice@alamboga.com.

3. New customer registration procedures:

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

4. Please send orders to:

Email : order@alambogainternusa.com
Phone : (+62 361) 720200; 710673 - 676
WhatsApp : +6281389000700
Fax. : (+62 361) 720460

We cannot process other inquiries (except order) through these contacts.

5. Delivery schedule per area:

- Denpasar, Sanur, Jimbaran, Nusa Dua, Canggu, Seminyak, & Legian:
Monday – Friday, 1x (one time) delivery
- Ubud : Monday, Wednesday & Friday, 1x (one time) delivery

Note : For supermarket customers, please kindly contact our customer service for delivery schedule. **Delivery service is only available for customers registered as hotel, restaurant, cafe, bakery, catering, minimarket, and supermarket.**

6. We do not provide for delivery to distributor and individual customers. Distributor and Individual customers may come directly to PT. Alamboga Internusa or directly arrange online transportation service (Gojek, Grab, Taxi, Etc.) to collect the orders.

Alamboga will not provide service to arrange online transportation for pick-up customers.

Schedule for picking up goods at PT. Alamboga Internusa:

- Monday to Friday : 10.00 – 11.45 WITA and 13.00 – 16.00 WITA

We are unable to serve customers wishes to purchase without prior ordering. All order should be received at least one day before pick up or delivery.

Any changes in purchase orders, quantity or items cannot be handled during the pickup of goods.

7. For customers who have not made any purchase order within one month, the account will become non-active in our system for the following month

8. Payments 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, with details below:

- Same day pick up : before 11.00 WITA
- Next working day delivery/pick up : before 16.00 WITA (Mon – Fri)

9. Sales order will be automatically cancelled by system if Alamboga have not received any payment proof within **2 working days** since final confirmation on sales order or proforma invoice have been made.

Customers need to make a new order once the sales order has been canceled due to no payment proof received or pick-up order confirmation. It is applicable for all Alamboga customers.

10. Payment by cash or Debit/Credit card can be made by customers who collect the goods at PT. Alamboga Internusa. Alamboga give 2% discount to customers as compliment for cash payment.

11. 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.



12. 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 1x24 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.