

## 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 before 16.00 WITA at least 2 working days before scheduled delivery. 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 40 Kg
- Other cities (Java area) : Minimum 40 Kg
- Lombok, Nusa Lembongan & Nusa Penida : Minimum 30 Kg

#### b. Delivery schedule per Category and Area :

##### **JABODETABEK, CENTRAL JAVA, YOGYAKARTA , WEST JAVA, EAST JAVA**

Perishable Items ( Chilled & Frozen ) : Tuesday & Friday

Dry Goods : Monday – Friday

##### **LOMBOK, NUSA LEMBONGAN, NUSA PENIDA**

Perishable (Chilled & Frozen ) & Dry Goods : Monday - Friday

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

### 3. New customer registration procedures:

New customers should fill out a completed New Customer Form via our website

([www.alamboga.com](http://www.alamboga.com)) or send it to [customerservice@alamboga.com](mailto:customerservice@alamboga.com). The registration process will take 1 working day.

4. 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](mailto:sales@alamboga.com)  
Phone No. : (+62 361) 710673-676; 9378021

### 5. 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

6. Alamboga will only provide information about stock availability and process customer's order 2 working days before delivery / pick up date.
7. **Proof of payment should be received by the latest at 16.00 WITA after Alamboga's sales order confirmation (during the operational hours of PT. Alamboga Internusa).** Sales order will be automatically cancelled if we have not received payment proof before payment time limit in **2 working days**. Delivery of order only can be processed if customer have settle all invoices related with the order.

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.

8. 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.
9. PT. Alamboga Internusa will not provide any service related with quarantine letter for meats, dairy products, and fresh food products.
10. Please send us email through [customerservice@alamboga.com](mailto: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.
11. If you have any feedback or complaints on products, kindly reach us through these contacts:

Email : [customerservice@alamboga.com](mailto: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.