

TRADING CONDITIONS FOR CUSTOMERS IN BALI





Operational Hours & Orders Guideline

Operational Hours

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

Orders Guideline:

a. Pick up order on the same day

Limit order time : Monday to Friday: 08.00 – 09.30 WITA

b. Delivery/pick up for the next day

Limit order time : Monday to Friday: 08.00 – 15.30 WITA

c. Purchase orders will be processed if the bank transfer proof has been received.

Customer Registration & Contacts For Ordering



New customer registration procedures:

Register through www.alamboga.com or send it to customerservice@alamboga.com.

The registration process will take 2x24 hours (working day).

Please send orders to:

Email : order@alambogainternusa.com

Phone : (+62 361) 720200; 710673 - 676

WhatsApp : +6281389000700



Area of Coverage, Delivery & Pick Up Schedule

1. Retail (Supermarket, Minimarket):

Please kindly contact our customer service for delivery schedule

2. Hotel, Restaurant, Cafe:

a. Denpasar, Sanur, Jimbaran, Nusa Dua, Canggu, Seminyak, and Legian:
Monday – Friday, 1x (one time) delivery

b. Ubud : Monday & Thursday, 1x (one time) delivery

3. Distributor & Individual:

Customers may come directly to Alamboga Internusa or directly arrange online transportation service (Gojek, Grab, Taxi, Etc.) to collect the orders.

Schedule for picking up goods: Monday to Friday
10.00 – 11.45 WITA and 13.00 – 16.00 WITA.

Notes:

- We are unable to serve customers wishes for direct purchase or assist any changes during pickup of goods.
- All orders should be received at least one day before pick up or delivery.



Payment

Bank Details

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 with Bank Transfer proof.
Proof of payment should be received by the latest at 16.00 WITA.

Sales order will be automatically cancelled if Alamboga has not received any payment proof within 2 working days since sales order have been made.

Customers need to re-order once the sales order has been canceled.

Payment by cash or Debit/Credit card can be made by customers who collect the goods at Alamboga.

Customer Service

If you have any feedback or complaints, kindly reach us through our customer service:

Email : customerservice@alamboga.com

Phone : (+62 361) 720200; 710673 - 676

WhatsApp : +6281389000500

Complaint should be received 1x24 hours (during office hours) after the product is received, not applicable for return of goods. Return of goods procedure should follow Alamboga Internusa's procedure.



Others

For customers who have not made any purchase order within 3 months, the account will become non-active in our system.

Please email our customer service by the latest 2 days (working days) before a visit or site inspection, only available for customers registered as business account.

