

TRADING CONDITIONS FOR CUSTOMERS OUTSIDE BALI





Operational Hours & Orders Guideline

Operational Hours

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

Orders Guideline:

Order schedule

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.



Operational Hours & Orders Guideline

Minimum weight for the purchase for customers outside of Bali Area

Jabodetabek & Java area:

- Dry Goods : 20 Kg
- Perishable : 60 Kg

Lombok:

- Dry Goods : 20 Kg
- Perishable : 20 Kg

Nusa Lembongan & Nusa Penida:

Minimum 30 Kg (can combine dry and perishable goods)

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).

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



Area of Coverage & Delivery Schedule

JABODETABEK, CENTRAL JAVA, YOGYAKARTA, WEST JAVA, EAST JAVA

Perishable Items (Chilled & Frozen) : Tuesday & Friday

Dry Goods

: Monday – Friday

LOMBOK, NUSA LEMBONGAN, NUSA PENIDA

Lombok

: Monday - Friday

Nusa Penida & Nusa Lembongan : Monday & Thursday

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



Alamboga Internusa®

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.

Orders will automatically be canceled if customer has not confirmed the payment in 2 working days.

Customer Service

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

Email : customerservice@alamboga.com

Phone : (+62 361) 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.

