

Procurement Lifecycle Document for Aussie Natural Spring Water

CUAGRO2019 – Common Use Arrangement for Bulk Groceries and Fresh Produce

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Last updated: 16 November 2021

Aussie Natural Spring Water

ABN: 40 099 916 793

ACN: 099 916 793



Contact information

Jordan Joss

Phone: (08) 9308 9400

Mobile: 0413 059 134

Email: info@aussienatural.com.au

Orders: orders@aussienatural.com.au

Websites: www.aussienatural.com.au

Postal Address: PO Box 2083, WANGARA WA 6947

Admin hours: Monday to Friday 8.00am to 5.00pm

Buying methods

Place an Order

OPTION A – Use CUA Order Form or Agency Order Form:

You can use the CUA Order Form or your organisation's own order form to make a purchase from Aussie Natural Spring Water. Please make sure that you quote the CUA number "CUAGRO2019", followed by your internal purchase order reference

STEP 1 (if required): Use email or phone to communicate with the Contact Person for Customer Orders – Simon Cribb or Mary Dargaville – via the enquiries email address as per the contact details on page 2 to set up a CUAGRO2019 Account.

STEP 2: Fill in the CUA Order Form or your organisation's own order form with the products you require.

STEP 3: Send the CUA Order Form to Aussie Natural Spring Water via a dedicated email address – orders@aussinenatural.com.au for fulfilment. If you have any questions, contact Simon Cribb or Mary Dargaville via the details on page 2 for further information.

Minimum Order Thresholds

Minimum Order Threshold Product Conditions	\$ Threshold	Volume Threshold (cartons, crates etc)	Orders Below Threshold Accepted (YES/NO)	Delivery Fee (for Orders below threshold)
Packaged Water 350ml, 600ml, 1.5L, 10L products, other urgent orders		3 Cartons/Bottles	No	
15L Returnable Bottle – Fortnightly Delivery		1 Bottle	No	

Payment of invoices

Either pay:

- Online – Credit Card - via the Aussie Natural Spring Water website (available from November 2019)
- EFT – Account details as follows:
Bank: Westpac Wanneroo
BSB: 036 079
Account Number: 426294
Reference: Use your account or invoice number on all transactions
Remittance to accounts@aussienatural.com.au
- Credit Card by phone during business hours: (08) 9308 9400
- Cheque mailed to:
Aussie Natural Spring Water
Attn: Accounts
PO Box 2083
WANGARA WA 6947

Delivery

Perth metropolitan area and the City of Mandurah

Free delivery is available to any nominated delivery point located within the Perth Region and the City of Mandurah, including any nominated carrier's depot where consignment to country areas is involved. Free delivery to these locations applies for both Standard Products and Non-Standard Products.

All Metropolitan sites are serviced free of charge on a fortnightly basis with 15L Returnable Bottle Spring Water deliveries occurring automatically and quantities decided on day of delivery on a per usage basis or standing order.

Packaged Water

- Part Pallet Quantities delivered once per fortnight by standing or pre order (up until 2pm the day before), Customer will be advised of standard delivery day on account sign up. Off-schedule orders can be placed and delivery time agreed on per order placement.

Full Pallet Orders will be delivered within three (3) business days of order acceptance, unless otherwise arranged at point of order.

Regional Deliveries

For Regional orders, the order timeframes are as follows:

- South West Region – Invoiced and despatched by Living Springs (distributor) directly within 72 hours unless in outlying area to be discussed at point of order – surcharge applies per carton, Restricted Range May Apply
- Mid West Region – Invoiced and Despatched by Aussie Natural Spring Water Geraldton (distributor) directly within 72 hours unless in outlying area to be discussed at point of order – Surcharge Applies per carton, Restricted Range May Apply
- All Other regional areas will be delivered to designated freight carrier in Perth Metro region within 3 business days from order acceptance

If you have any questions, contact Simon Cribb or Mary Dargaville via – info@aussienatural.com.au or phone – (08) 9308 9400 for further information.

Discounting

Aussie Natural Spring Water offers the following discounts on the product pricing listed in the Pricing Schedule:

Bulk Order Discounts:

Nominated Threshold	Bulk Order Discount (%)
Packaged Water – Full Pallet Quantities	15%

Non-Standard product discounts

The following discounts apply to Products supplied by Aussie Natural Spring Water that are not listed in the Price Schedule.

Category	Subcategory	% Minimum Discount (e.g. 10%)
Category 3 - Ready-to-Drink Beverages	Bottled Water	15%

Disposal and recycling

Aussie Natural Spring Water supplies fully recyclable packaging materials on all retail packaged water products, which can be recycled through all commercial and municipal services. 15L Metropolitan deliveries use a returnable container which are collected at point of next delivery (generally fortnightly). Aussie Natural PET products 350ml, 600ml, 1.5lt are all registered with WARRL for the Container Deposit Scheme.

Return of rejected goods

Where prior to acceptance, the Products delivered are found to be unsuitable for acceptance due to sub-standard quality, the Customer may reject any or all of the Products ordered.

To reject the Products, the Customer must notify the Contractor within three (3) Business Days for non-perishable and one (1) Business Day for perishable or fresh produce. The Products must be removed at the Contractor's expense within such reasonable time as the Customer may direct.

Should the Contractor fail to duly and properly remove the rejected Products within the time specified by the Customer, the Customer shall be entitled to have the rejected Products returned at the Contractor's risk and expense to the Contractor's premises, whereby the Contractor must afford every facility to accept the return of the Products.

Process for returns: Please contact Customer Service on (08) 9308 9400 during business hours or email: info@aussienatural.com.au, to discuss the issue. Exchanges/Replacements or Credits will be discussed within reasonable timelines.

NOTE: All goods sent to freight forwarders are deemed received in good condition at point of Proof of Delivery, unless otherwise deemed faulty at point of manufacture.

Account management and invoicing

If required, Aussie Natural Spring Water must provide consolidated invoicing in specific formats as agreed with the Customer. The Account Manager for Customer queries and invoicing is Simon Cribb or Mary Dargaville who can be contacted via the details on page 2.

Contact information

General enquiries

Admin

Simon Cribb / Mary Dargaville / Angie Neale

Phone: (08) 9308 9400

Mobile: 0473 333 645 (Simon)

Facsimile: (08) 9308 9499

Email: info@aussienatural.com.au

Orders: orders@aussienatural.com.au

Websites: www.aussienatural.com.au

Postal Address: PO Box 2083, WANGARA WA 6947

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Accounts

Accounts Manager

Simon Cribb

Mobile: 0473 333 645

Email: simon@aussienatural.com.au