

Procurement Lifecycle Document for New West Foods

CUAGRO2019 – Common Use Arrangement for
Bulk Groceries and Fresh Produce

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Last updated: 22 October 2021

New West Foods

ABN: 20 009 311 540

ACN: 009 311 540



Contact information

Ricardo Loh / Damon Venoutsos

Email: ricardo@newwestfoods.com.au / damon@newwestfoods.com.au

Phone: (08) 9249 2888

Mobile: 0406 867 992 (Ricardo) / 0414 424 668 (Damon)

Websites: www.newwestfoods.com.au

Postal Address: PO Box 2071, Malaga, WA 6944

Admin hours: Monday to Friday 8.00am to 5.00pm

Buying methods

Place an Order

You can use the CUA Order Form or your organisation's own order form to make a purchase from New West Foods. Please make sure that you quote the CUA number "CUAGRO2019".

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

Step 1 (if required): Use email or phone to communicate with the Contact Person for Customer Orders – 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 Supplier Name via a dedicated email address – sales@newwestfoods.com.au for fulfilment. If you have any questions, contact Laura Kersten or Ricardo Loh via the details on page 2 for further information.

Option B – Use Supplier Name's Website Ordering System:

Step 1 (if required): Use email or phone to communicate with the Contact Person for Customer Orders – via the enquiries email address as per contact details on page 2 to set up a CUAGRO2019 Account and Login details for the Supplier Name website.

Step 2: Browse the Supplier Name website and select the required products, and download the app if required.

Step 3: Either pay online via the Supplier Name website, or indicate that you will pay on your Account in the near future. If you have any questions, contact Damon Venoutsos via the details on page 2 for further information.

Minimum Order Thresholds

The following Minimum Order Thresholds apply:

- Minimum Order Threshold Product Conditions = **Not applicable**

Payment of invoices

Either pay online via the Supplier Name website, or pay on your Account via EFT – Account details as follows:

BSB: 016-353

Account Number: 4192 96963

Contact Supplier Name – newwest@newwestfoods.com.au

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.

Products will be delivered free-of-charge to your site on the next working day of receiving your order. Order cut off time is 5.30 pm AWST for next day delivery or via online ordering 11.59 pm AWST for next day delivery.

Regional Deliveries

For Regional orders, the order timeframes are as follows:

- All orders received by cut off times will be delivered to the nominated freight carrier on the next receival day.
- If you have any questions, contact Damon Venoutsos via – damon@newwestfoods.com.au or phone – (08) 9249 2888 for further information.

Discounting

Settlement discount

| Nominated Threshold | Bulk Order Discount (%) |
|---------------------|-------------------------|
| \$2500 | 1% |
| \$7500 | 1.5% |
| \$10000 | 2% |

Settlement discount

Discount offered if payment of the Price or part of that Price is made within the timeframe specified below:

| Timeframe | % Discount |
|--------------------|------------|
| Seven (7) Days | 1% |
| Fourteen (14) Days | 0.5% |

Non-Standard product discounts

| Category | Subcategory | Minimum Discount |
|--|---|------------------|
| Category 1 - Shelf Stable, Non Perishable and Dried Goods | All Subcategories | 15% |
| Category 2 - Bread and Bakery Products | Fresh Bread | 10% |
| Category 4 - Fresh Meat, Poultry and Smallgoods | Fresh Poultry | 10% |
| Category 4 - Fresh Meat, Poultry and Smallgoods | Refrigerated processed meats and smallgoods | 10% |
| Category 5 - Frozen Meat, Poultry, Seafood and Savoury Products | All Subcategories | 15% |
| Category 6 - Fresh Fruit and Vegetables, including Prepared Vegetables | Frozen Vegetables | 10% |
| Category 6 - Fresh Fruit and Vegetables, including Prepared Vegetables | Frozen Fruit | 10% |
| Category 7 - Dairy Products, including Yoghurt, Milk, Cheese and Eggs | All Subcategories | 10% |

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.

All return queries can be communicated to our customer service team. If you have any goods for return please contact Damon Venoutsos via – damon@newwestfoods.com.au or phone – (08) 9249 2888 for further information.

Account management and invoicing

If required, New West Foods will provide consolidated invoicing in specific formats as agreed with the Customer. The Account Manager for Customer queries and invoicing is Damon Venoutsos who can be contacted via the details on page 2.

Contact information

General enquiries

Admin

Ricardo Loh / Damon Venoutsos

Email: ricardo@newwestfoods.com.au / damon@newwestfoods.com.au

Phone: (08) 9249 2888

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