

TEXT1) TEXT at ordering screen at the authority to leave bit...

Authority To Leave - If there is a possibility that someone will not be there to receive your order from the courier, you could be charged an extra delivery fee. For more information please read our [Shipping Policy](#) Tick the box to give Authority To Leave. (Recommended) Tell the courier where to leave the parcel in the box below.

(Even when courier leaves a card in your mailbox for you to pick up your parcel at the post office there will be a charge from the courier at a minimum of \$ 10.00!!)

Text 2) TEXT with the pop up screen when ordering...

You did not tick the 'Authority to Leave'!

If no one is there to receive your parcel you may be charged again for the freight.

An 'Authority to Leave' given to The Chilli Factory in writing provides the courier with the right to leave goods without inspection and eliminates the need for a signature from the receiving party. The risk for the goods passes to the purchaser (You) immediately upon delivery.

Click 'OK' to continue without the 'Authority to Leave' ticked or Click 'Cancel' to return and tick the box. You can also change the Delivery Address to your work or another address to avoid missing the courier.

TEXT 3) TEXT of the shipping details on website....

<http://thechillifactory.com/shipping.php>

Help us to help you! Due to parcels being delivered when nobody is at home and re-delivery charged at higher costs than first delivery we do have to ask for your help...

Providing The Chilli Factory with an Authority to leave:

All deliveries require a signature unless you tick an authority to leave without a signature. (This means that if you are not there to sign for the parcel the

courier has the authority to leave the goods without a signature. In this instance, neither the Chilli Factory nor the Courier Company will accept any responsibility for the continued safe custody of the goods or its security and no proof of delivery shall be required to be supplied.

What is an "Authority to Leave"?

An "Authority to Leave" given to The Chilli Factory in writing provides us with the right to leave goods without inspection and eliminates the need for a signature from the receiving party. The risk for the goods passes to the purchaser (you) immediately upon delivery.

Please provide us with the right address:

For the security of any delivery we strongly recommend a delivery address where someone is in attendance between the hours of 8:30am and 5:30pm Monday - Friday to sign for the goods. E.g. If you cannot be home all day it could be your work address instead of your home address! **OR** you give us Authority to leave the parcel. You can even give more specific details such as: "leave at back steps, on veranda, behind gate et cetera".

Extra Charges!

If your parcel cannot be delivered for any reason a re-delivery cost will apply. Couriers will charge potentially minimum double or sometimes triple original cost of freight. Therefore it is highly recommended that you provide a correct address.

(Even when courier leaves a card in your mailbox for you to pick up your parcel at the post office there will be a charge from the courier at a minimum of \$ 10.00!!)

A **re-delivery** or pick-up at post office of your order by the Courier Company will attract an additional charge of **minimum \$ 10 to \$ 18.95** per order being debited to your credit card for each occurrence.