



Azores Cambridge Bakery

244 Elgin Street N. Cambridge, Ontario N1R 5J1

Tel – 519.623.2660 Fax – 519.623.2660

Toll Free – 1.866.623.2660

wholesale@azoresbakery.ca

Purchase Ordering Policy

Placing Orders

All orders must be placed before 11am the day before for all delivery and pick – up orders.

The order desk is open from 9am – 1pm Monday, Tuesday, Wednesday, Thursday & Friday Saturday & Sundays – Calls will be transferred to the order desk answering machine where you can leave your order by Sunday at 11:00 am. **(Late calls may result in a late fee)**

Please Note: There are no deliveries on Tuesdays or Sundays

Ordering Options

- 1) Customers can call in their orders daily or as needed
- 2) Have a ``Standing Order`` on file (this way orders are always placed and changes are only made if you call in)

Minimum Order Amount

All delivery orders must be \$40.00 or over (pick up orders don't have a minimum amount)

(Further charges may apply or vary, depending on location)

Payment Policy

Payment Terms

C.O.D (Cash on Delivery) - Full Payment is due on the same day as product received by cash, cheque, or certified cheque. If for any reason a payment is missed you are required to mail payment immediately to keep your account up to date.

Credit Card - Credit Card payments will be processed on Monday's for weekly accounts and on the first week of the month for Monthly accounts.

Net Monthly - Full Payment is due by the 15th of the following month.

Cancellations

Due to the nature of our business all cancellations must be made before 11am the day before delivery or pick-up order date. Customers are liable for payment on any product ordered and not cancelled on time.

Shortages or complaints

Shortages must be recorded on your invoice by your driver in order to receive credit. If not recorded on invoice shortages must be called in the day of delivery.

Any discrepancies or complaints must be addressed to Lucy Santos' attention in order to correct the Problem.

Delivery Policy

Delivery Days & Times

All delivery's times and days will vary between 5:00am – 2:00pm depending on which day and city it is located. **(Order desk representative will advise delivery days and time frames for each new account.)** Delivery times are unable to be guaranteed due to the unknown amounts of deliveries per day and unforeseen circumstances such as, weather, traffic ...etc.



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Holiday Ordering Procedure

The following is a list of holidays that we will NOT be delivering on:

- New Years Day
- Family Day
- Good Friday
- Easter Sunday
- Victoria Day
- Civic Day
- Canada Day
- Labor Day
- Thanksgiving Day
- Christmas Day
- Boxing Day

Standing Orders

When a holiday falls on your regular delivery day your order will be automatically deleted. It is your responsibility to call and increase/change your prior order before the holiday.

Example: if your standing order is for Monday, Wednesday and Friday and the holiday is on Wednesday adjustments must be made by the Saturday before for your Monday order.

Placing Orders for the Holidays

Customers whose establishments are open during the holiday must remember to order enough bread to carry over till the next regular delivery date. **Example:** If the holiday lands on a Wednesday, you must call in by Sunday for Tuesday delivery and order a sufficient amount of bread to last you till Thursday delivery.

Placing Orders on Holidays

All though we do not deliver on the holiday, our retail store and order desk is open.

Customers who wish to pick up orders on that day are welcome to do so. Please note when calling in orders for the next regular delivery date orders must be placed by **11:00am**.

However, no one will be here to take your order on holidays, therefore please call in the day before by 11:00am.