

## Supporting communities affected by COVID-19

With the current COVID-19 situation in New South Wales, Coles Online is committed to helping provide vulnerable people with access to the food and grocery items they need. Our *Coles Online for Business* team works with many non-profit organisations and is taking steps to better serve community organisations and their clients during this challenging time.

### Quantity Limits

If your organisation would like to order more quantities of an item than the Coles Online website allows, please contact our dedicated Business Support team on 1800 455 400 or email [businessorders@coles.com.au](mailto:businessorders@coles.com.au), during weekdays 9am - 5pm (AEST). Simply provide the email address you use to log into Coles Online, ask for support to remove quantity restrictions and our team will process your request within 1 business day. Please note that we are experiencing high demand for products and our team is working closely with suppliers to maximise product flowing into stores. Our in-store pickers will do their best to fulfil your requested quantities based on the stock available in the store.

### Delivery Time Slots

To ensure our customers have access to groceries when they need them, we are currently working hard to expand our service by adding more delivery windows and extending our delivery times. To help with this, we allow ordering up to 7 days in advance and also offer Click&Collect.

### Book in advance

To allow for the best product availability and to guarantee your delivery slot, please place your order 6 days in advance. If you need to change the items in your order prior to the delivery, you can modify your order right up until the cut-off time. This cut-off time for amending your order is visible on the website while you are completing your order and will also be confirmed via email after you have completed your order.

To modify the order prior to the cut-off time, simply call it up via the 'past orders' option in the account menu and select the relevant order. To reserve your originally requested delivery or collection time, you will have two hours from the time you start modifying your order to check out again.

### Delivery Fees to Support the Community

We understand that many of the people your organisation supports have extremely tight budgets and concerns about delivery fees. To ensure all community members can gain access to an affordable grocery delivery solution, we have developed a number of 6 hour delivery windows on Tuesdays, Wednesdays and Thursdays with a \$2 delivery fee.. There are also a large number of other windows available for business customers, including free delivery over \$250.

If you require further assistance or have any questions, please contact the Business Support team on 1800 455 400, or email [businessorders@coles.com.au](mailto:businessorders@coles.com.au).

Best wishes,

The Coles Online for Business Team