

Dear valued customer,

Please note that all our stock sending to you mainly *fresh -uncooked* and some non-mainstream *frozen* items which would have **FROZEN** written on label. Therefore, please be reminded that:

1. All fresh goods must be stored between -2c to 2c
2. All frozen goods must be stored below minus -18c

****PLEASE NOTE THAT WE CANNOT ACCEPT CREDIT CLAIMS IF WE RECEIVED NOTIFICATION OF ISSUE AFTER 24 HOURS FROM DELIVERY DATE AND OR STOCK HAVE ALREADY CUT UP, MARINATED, COOKED OR DISPOSED OFF****

When receive stock from us, please ensure that all stock must be checked and notify us within 24 hours from delivery date / time should there be any issue with stock. Should there be any returned for any reason, stock should be remained in its original box with our label still on box.

Please note that we cannot take back stock that already cut up, marinated or cooked.

****Please note that it's important for us to have stock back in our box with our label still on the box, this is so that we can trace back to investigate what had or may have happened to prevent the issue from happening again ****

Once again, we appreciate your help with this matter.

Best Regards



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