

1. Order Amendments & Cancellations (48-Hour Clause)

All standard orders (fruit, milk, berries, grapes, wellbeing boxes) can be amended or cancelled with a **minimum of 48 hours' notice**.

This ensures we can adjust stock, labour, and delivery planning without waste or supplier penalties.

Any amendments or cancellations made **within 48 hours** of delivery will still be fulfilled and invoiced as normal.

2. Daily Cut-Off Times (Operational Protection)

To ensure smooth operations:

- **Fruit box adjustments** must be submitted **before 6pm** the day prior to delivery.
- **Dairy orders** follow a **24-hour cut-off** due to supplier collection times.

Orders placed after these cut-offs cannot be changed and will be invoiced as normal.

3. Large Orders (Special Handling Clause)

Large or non-standard orders (e.g., 10+ punnets per building, bulk fruit, event supply, seasonal uplift) require:

- **Minimum 72 hours' notice**, and
- **Written confirmation** from R J Produce.

Large orders may be invoiced separately at agreed rates.

4. Weekly Invoicing (First Month)

To ensure transparency and customer confidence, all new business clients receive:

- **Weekly invoices for the first month**,
- Clear itemised breakdowns,
- Delivery confirmations.

After the first month, invoicing can move to **monthly** or remain **weekly**, depending on client preference.

5. Payment Terms

Standard payment terms are:

- **7 days** from invoice date (weekly or monthly).
- Late payments may result in paused deliveries until the account is up to date.

6. Termination Clause

Either party may terminate the agreement with:

- **14 days' written notice**, and
- Settlement of any outstanding invoices.

Any orders already placed within the 48-hour amendment window will be delivered and invoiced as normal.

This protects both parties and ensures a smooth transition.

7. Service Commitment

R J Produce commits to:

- Consistent weekly delivery
- Premium produce quality
- Clear communication
- Transparent pricing
- Professional presentation
- Reliable operations across all buildings

8. Client Responsibilities

Clients agree to:

- Provide accurate delivery access
- Communicate changes within the agreed notice periods
- Maintain timely payments
- Notify us of building-specific requirements

9. Optional Add-Ons

Clients may request:

- Berry Expansion Add-On
- Seasonal wellbeing upgrades
- Corporate gifting boxes
- Additional building supply

These are priced separately and require advance notice.