



**OPEN FOOD
NETWORK
AUSTRALIA**

Open Road FAQs

How do I get a quote?

To get a quote you can contact us at this [link](#) and fill in the Open Road Service Request form, and one of our friendly team members will get back to you as soon as possible during business hours between Monday - Friday.

Can Open Road deliver for me?

To find out whether Open Road service can deliver for you, fill in a request form at this [link](#) and someone will be in touch with you as soon as possible during business hours between Monday - Friday.

How do I find the nearest depot?

When you fill in the Open Road service request form, one of our team members will get back to you about whether Open Road can deliver for you and to arrange the details of your delivery.

We will help link you with your nearest depot to make this service more efficient.

Open Road is a new service with depots established in the following areas:

- Gippsland Zone: Meeniyan, Warragul, Rosedale and Wattlebank
- Hume Zone: Euroa, Wangaratta, Milawa and Beechworth
- Metropolitan Melbourne: Alphington

We are progressively establishing new depots to extend our areas of service in these regions and in Central and South West Victoria where we expect to be operational by September 2021.

If there is a depot near you, we will ask you to drop your goods there. If there is not a depot near you, you are on a route where there is demand and you are requesting a regular service, we may pick up your delivery goods directly from your address (while we work to establish nearby depots).





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If there is not a depot near you (or you are unsure) we encourage you to fill out an expression of interest form (producers [here](#) and retailer, wholesaler, grocer, food hub, restaurant, cafe, or other sort of food seller [here](#)). We will be planning our new service based on demand identified in Expression of Interest forms and service requests.

How much does it cost?

To use the service just fill out the form at this [link](#). The price set per delivery is \$15, which includes moving three boxes. An extra \$2.50 will be charged per additional box, for delivery from one of our depots to the end customer within our specified Hume or Gippsland Zones. There is an additional \$7 for last mile delivery in Melbourne or Peninsula.

Delivery fees and charges include GST, where applicable, and you will be notified of any applicable fees or charges before or at the time of sale.

What can I send?

Your farm produce and/or food products can be sent via Open Road in standard box sizes that are easy for our drivers to carry. Please ensure boxes are no heavier than 20kg. We love boxes that come with lids, because they're easily stackable in our vans. We also like them to come with a sturdy base, especially if they weigh more than 15kg.

Boxes that weigh between 15-20kg must be labelled 'HEAVY' so our drivers can take care while lifting them.

We can also help you get your consumables and supplies delivered to your farm or business (such as jars, boxes, small boxed equipment).

Can I change an order after placing it?

To change or cancel your order please contact us via [email](#) as soon as possible. Please note, if your order is cancelled in less than 24 hours, a cancellation fee of the value of 50% of your total order will be incurred.

Changes to your delivery destination after boxes have been picked up may not be possible.



Collection & Delivery

Priority is given to bookings made in advance. Orders must be placed at least 24 hours in advance for next day delivery. We highly recommend getting your orders in by midday for next day delivery (Monday-Friday).

If you urgently require same day delivery or we receive your delivery request at short notice (i.e. less than 24 hours) we will assess if we can fulfil your request and let you know.

Upon booking your delivery, an estimated time of arrival to your end destination will be communicated with you. And if there are any changes to delivery schedules you will be contacted with an update.

Specific arrangements can be made with you if you require same day delivery or if you'd like to arrange recurring weekly deliveries.

Where does Open Road deliver to?

At this time, we only deliver our products within specified Hume or Gippsland Zones. An additional \$7 for last mile delivery in Melbourne or Peninsula.

We are progressively expanding our area of service and encourage you to fill in an Expression of Interest form to help us prioritise areas of service expansion.

What if part of my order is missing or something goes wrong with my order?

If something goes wrong, please contact us straight away and we will sort it out! You can contact us on [email](#) or through our [website](#).