

# GRAZE & RAISE

## TERMS OF SERVICE

### PLACING YOUR ORDER:

Please visit our website at [www.grazeandraise.com](http://www.grazeandraise.com) or email [info@grazeandraise.com](mailto:info@grazeandraise.com) to place your order request. Each order is made to order, subject to availability, and must be confirmed. We will confirm your order within 24 hours.

To secure your confirmed order, payment is due in full for your Box order, or a 50% Deposit is due for your Grazing Station/Champagne Display order.

\*We request at least 5-7 days notice for all Box orders and at least 14 days for all Grazing Stations/Champagne Display orders. Since we are a small business, we can not hold dates without a deposit or payment, and work on a first come, first served policy.

For urgent orders, please contact us at (424) 224-9728.

### DELIVERY:

Delivery details and requests must be made at the time your order was placed. 48 hours before your delivery date, we will confirm your delivery window. At this time, all deliveries must be Contactless.

**HOURS OF DELIVERY:** We currently deliver Tuesday - Sunday from 11 am - 6 pm, with delivery windows of 11 am - 1 pm, 1 pm - 3 pm, or 3 pm - 6 pm. We are closed on Mondays and Holidays.

### FOOD & PRODUCE:

Please be aware all Boxes and Grazing Stations are subject to availability and what is in season.

It is your responsibility to inform us well in advance of any dietary requirements, food allergies or intolerances or items to avoid. While we make every effort to accommodate such requirements, this may not always be possible. Pricing may also vary.

All food should be consumed within 1 hour of delivery if left unrefrigerated or within 3 hours of delivery if refrigerated, after which Graze and Raise will not be accountable for the freshness of the food. Graze & Raise is not responsible for the removal and disposal of food waste post-event.

### CANCELLATIONS & SURCHARGES:

*Important notice: During this Covid-19 period, your order and payment is considered as confirmation and no refunds will be given under any circumstances. If 7 days notice is provided, we will allow postponement and credit notes to use at a later date with no expiry. Please consider carefully before ordering. Thank you for your kind understanding during this challenging time.*

Surcharges may apply on holidays and outside of standard business hours from 10 am to 5 pm.

We do not offer refunds, however, we do allow date changes if notified 1 week or more in advance. For cancellations, any deposit will be forfeited.

# GRAZE & RAISE

## **GRAZING STATION & CHAMPAGNE WALL SERVICE:**

### **SETTING UP:**

Please allow between 1 - 3 hours for us to set up, depending on the size and requirements of your grazing station or Champagne Wall/Display.

For venue set ups with inventory, an inventory form must be signed by the client upon completion of the job. Any items lost or damaged for reasons not attributable to Graze & Raise or its staff after the inventory form has been signed, will incur a charge at retail value. All boards, serving equipment, displays and props are for hire only and must be returned within 48 hours.

### **TABLE REQUIREMENTS & RECOMMENDATIONS:**

A suitable table must be provided at the venue. Grazing Stations are preferred to be set up indoors in an air conditioned space, away from direct sunlight. If your event is outdoors, the table must be in a cool and covered place, away from direct sunlight.

We strongly suggest the Grazing Station not remain displayed after 1 hour. Graze & Raise will not be liable for any circumstances, costs, liabilities or claims arising out of a failure to adhere to the table requirements and recommendations.

### **SERVICE & INCLUSIONS:**

Our catering is self-service only. If you require staff during your event to keep the table tidy or remove the display after 1 hour, please let us know and we will quote accordingly.

Graze & Raise does not supply plates, cutlery or napkins. Disposable cutlery and paper napkins can be supplied at an additional cost.

### **TEAR DOWN:**

Should tear down service be required, please allow approximately 1 hour to clean and clear our items. An additional surcharge from \$150 is applied for grazing table setup/take down between the hours of 7pm and 9am.

## **LIMITATION OF LIABILITY:**

The limitations on liability set out below will not apply to any claim which is the consequence of fraud, dishonesty, wilful concealment, wilful misrepresentation or gross negligence by or on behalf of Lush Platters.

Graze & Raise will under no circumstances whatsoever be liable to you in contract, tort (including negligence), breach of statutory duty, or otherwise, for any special, indirect or consequential losses arising out of this Agreement.

To the extent permitted by law, you acknowledge that Graze & Raise's maximum aggregate liability to you, whether in contract, tort (including negligence) or otherwise, shall in all circumstances be limited to the aggregate value of the invoice issued to the customer by Lush Platters under this Agreement.

## **FORCE MAJEURE:**

Graze & Raise will not be liable for failures or delays in performing its obligations hereunder arising from any cause beyond its reasonable control, including without limitation, acts of God, acts of civil or military authority, fires, strikes, lockouts or labour disputes, epidemics, governmental restrictions, wars, terrorist acts, riots, earthquakes, storms, typhoons, floods and breakdowns in electronic and computer information and communications systems .

Terms are subject to change without notice.