

DELIVERY POLICY

1. BACKGROUND

Australian Lutheran World Service (ALWS) is the overseas aid and resettlement agency of the Lutheran Church of Australia. It operates under a constitution approved by the General Synod of the LCA, and is consistent with the objects of the LCA Constitution.

ALWS is committed to fairness and transparency and respects the financial contributions that are made towards our humanitarian, development and advocacy programs.

We recognise that ALWS is blessed to have generous and committed supporters, and never wish to take this for granted. The purchasing of goods such as Gifts of Grace cards is one example of that support.

2. RATIONALE

This policy exists to provide guidance on how ALWS treats the delivery of goods to the supporters who have ordered via phone, mail or website.

This policy applies to all those who purchase goods from ALWS, and the organisation's employees and volunteers responsible for processing.

3. DEFINITION

Delivery – the action of delivering letters, parcels or goods to the supporter.

4. GOAL

To clarify the expectations and parameters around the delivery of goods in a timely and consistent fashion.

5. IMPLEMENTATION

5.1 All orders will be processed within 2-3 business days. Orders will not be processed or shipped on weekends or public holidays.

5.2 If ALWS is experiencing a high volume of orders, delivery may be delayed by a few days. If supporters are ordering in a high-volume period (e.g. prior to Christmas), there could be further delays in transit for delivery.

5.3 Orders will be delivered to the address, as indicated on the order form.

5.4 The delivery will where possible match the goods ordered. If the goods ordered have run out, the supporter will be notified and offered an opportunity to order substitute goods whenever possible.

5.5 Should an error be made in the goods sent to the donor, please contact:

Email: alws@alws.org.au
Phone: 1300 763 407
Mail: Australian Lutheran World Service
PO Box 488
..... Albury NSW 2640

5.6 ALWS cannot make any guarantee of the time it takes for Australia Post to deliver the goods.

6. REVIEW

This policy will be reviewed at least every three years.