



Low Protein Foods Order Form

Effective 15th July 2019

PRODUCT NAME	COST PER PACK	QUANTITY	SUBTOTAL \$
Mini Crackers (Herb flavoured) 40g x 15	\$29.75		
Vitabite Chocolate 25g bar x 7	\$22.25		
Fate All Purpose Mix* 500g	\$11.50		
Fate Chocolate Cake Mix* 250g x 2	\$11.50		
Fate Cake Mix* 250g x 2	\$11.50		
Fate Special Recipes by Eileen Green	\$35.00		
Fate Introductory Pack* Includes x 1 of each mix + Special Recipes + FREE DELIVERY	\$50.00		
Delivery Fee (within Australia only) \$10 FLAT RATE FOR ORDERS UNDER \$100 FREE DELIVERY FOR ORDERS OVER \$100			
			TOTAL \$

Name _____

Delivery Address _____

_____ State _____ Postcode _____

Phone number _____ Email Address _____

Where to leave goods if not home _____ Signature _____

Please allow 7 days from receipt of order and payment for delivery.

Payment options

Payment can be made by credit/debit card.



Call us on **1800 230 889** or email to place your order.



Credit Card

(Please tick) ☐ Mastercard ☐ Visa

Cardholder name _____

Card Number _____

Expiry (mm/yy) _____

3 digit security number _____

Contact us

Freecall 1800 230 889

E enquiry@vitaflor.com.au

A Vitaflor Australia, Unit 3/119 Balliang St
South Geelong VIC 3220

Important Information

Fate Flour, Vitabite Chocolate and Mini Crackers are food for special medical purposes and must be used under medical supervision. Not to be used as a sole source of nutrition. For oral use only.

*Fate Introductory Pack is a once only offer per customer. Your second order will be charged at normal pricing as listed.



FATE
Special Foods

Fate distributed exclusively
by Vitaflor Australia Pty Ltd.

Terms & Conditions

1. Definitions

- 1.1 The 'Customer' is the person named on the V2U Low Protein Foods form.
1.2 'V2U' is Vitaflo Australia Pty Ltd

2. The service

- 2.1 The Customer appoints V2U to provide the services offered by V2U.
2.2 In engaging the services, the Customer authorises V2U to collect their information and process their orders and deliver the ordered Food for Special Medical Purposes (FSMP) to the Customer's nominated address.

3. Customer details

- 3.1 The Customer agrees that the details provided are true and complete.
3.2 Should there be any changes to the Customer's details, the Customer agrees to notify V2U.
3.3 V2U may need to authenticate information provided by the Customer and the Customer agrees to assist as reasonably required.
3.4 In addition to the information provided on the order form, V2U may need to contact the Customer for extra information from time to time.

4. Privacy collection notice

- 4.1 Vitaflo Australia Pty Limited ("V2U") is the company responsible for supplying Vitaflo products in Australia and for providing the V2U service. V2U is part of the Nestlé Health Science group of companies. You can contact V2U at enquiry@vitaflo.com.au
4.2 V2U collects certain personal information directly from you and from third parties (e.g. dieticians or doctors) so that we can supply Vitaflo products, the V2U services, provide information to you about V2U's products and services and obtain your opinions and comments about Vitaflo products. If you do not provide the personal information when prompted, we may be unable to supply you with those products, services and information.
4.3 We will share your personal information with other companies that form a part of the Nestlé Health Science group and to third party service providers who process information on our behalf (e.g. Couriers). We may also disclose your personal information where we believe that the law requires us to do so.
4.4 Your personal information may be transferred overseas to other Nestlé Health Science group companies and third parties operating on their behalf in countries including the United Kingdom and Switzerland.
4.5 V2U's privacy policy contains information on how to access and seek the correction of personal information that we hold about you. It also tells you how to complain if you believe we have breached Australian privacy laws.

5. Delivery

- 5.1 V2U will deliver the orders via the use of couriers.
5.2 Orders will be delivered to the nominated address as specified on the order form, or to any other address nominated by the Customer from time to time.
5.3 Delivery is free of charge for orders over \$100 or \$10 flat rate for orders under \$100.
5.4 V2U shall advise the customer of the estimated date of delivery.
5.5 The customer acknowledges by signing the order form they give authority to leave goods without signature. By signing the form, you indemnify V2U and its Courier service used, against any claim for loss and / or damage relating to any freight item so left.

6. Payment

- 6.1 The Customer will be required to provide current Credit Card details on the order form, from which the Customer authorises V2U to charge the amount as specified at the time of the order.
6.2 Should payment be rejected V2U will not honour the order but will contact you to arrange alternate payment options before fulfilling your order.
6.3 Should the Customer wish to pay by means other than credit card they may do so by contacting V2U.

7. Termination of agreement

- 7.1 The Customer may terminate this agreement with V2U at any time by telephone or email.
7.2 The Customer may cancel an order at any time prior to dispatching.
7.3 V2U may terminate this agreement in writing at any time.

8. Acknowledgement and disclaimer

- 8.1 The Customer in signing the order form acknowledges that they have read and agreed to all of the Terms and Conditions contained herein.
8.2 The Customer enters this agreement at their own risk.

9. Whole agreement

- 9.1 The Customer and V2U acknowledge that this agreement constitutes the whole agreement and the Customer acknowledges that they have not relied on any representation, warranty or undertaking that is not included in the Agreement.