

ON-LINE CLICK & COLLECT IS NOW AVAILABLE

As the global effect of coronavirus (COVID-19) continues to evolve, Rainbow Meats remains firmly committed to the health and safety of our employees, customers and serving our communities. We are closely monitoring the changing situation and complying with public health guidance.

To ensure supply and demand for meat products continues, Rainbow Meats (all stores) have developed an on-line purchase order click & collect option that will be serviced by the nominated Rainbow Meats shop processing your order.

All orders will be processed, and quality checked prior to dispatch and every effort will be made to ensure order requests are fulfilled, dependent on supply and demand of products, in accordance to our Food Safety Plan and regulatory requirements.

TRADING TERMS FOR RAINBOW MEATS CLICK & COLLECT SERVICE

To ensure everyone is aware of the guidelines to order on-line, please refer to the following list of terms.

1. On-Line - Select the nearest Rainbow Meats Store and complete the order form to place an order.
2. Orders received by 3.00pm will definitely be available for collection the same day
Orders made after 3.00pm will be available for collection the following day.
3. Customers must come into store to collect and pay for their order.
4. Loyalty card points can be applied when processing payment.

Terms and Conditions

1. Online purchases made on the Rainbow Meats website are governed by these Terms and Conditions, and the Rainbow Meats Terms and Conditions of Sale available here.
2. Click & Collect is only available when:
 - your online purchase is finalised on a day on which your nominated Rainbow Meats store is open for business;
 - your order is finalised before 3pm on that day (being 3pm at the location of your nominated Rainbow Meats store);
 - is categorised as being 'In Stock' during the purchase process;
 - is not affected by an event outside the reasonable control of Rainbow Meats
 - if in doubt please contact the local store for stock information
 - If goods are not picked up or alternative arrangements not made, the items will be returned to stock.
3. Rainbow Meats opening hours may vary from store to store. You will need to verify the opening hours of your nominated store (including in relation to public holidays). by contacting your nominated Rainbow Meats store.
4. If your purchase is finalised after 3pm on a day that your nominated Rainbow Meats store is open for business (being 3pm at the location of your nominated Rainbow Meats store), your purchase will be attended to the next day that your nominated Rainbow Meats store is open for business.
5. If you make your purchase from Rainbow Meats or seek to collect your purchase from Rainbow Meats outside of the opening hours of your nominated store, your purchase will be attended to the next day that your nominated store is open for business.
6. To the extent that these Click & Collect Terms and Conditions conflict with or are contradictory to the general Retravision Terms and Conditions of Sale, these Click & Collect Terms and Conditions prevail to the extent of any inconsistency.

Privacy Policy

Rainbow Meats is committed to providing quality services to you and this policy outlines our ongoing obligations to you in respect of how we manage your Personal Information.

We have adopted the Australian Privacy Principles (APPs) contained in the Privacy Act 1988 (Cth) (the Privacy Act). The APPs govern the way in which we collect, use, disclose, store, secure and dispose of your Personal Information.

A copy of the Australian Privacy Principles may be obtained from the website of The Office of the Australian Information Commissioner at www.aaic.gov.au

Security of Personal Information

Your Personal Information is stored in a manner that reasonably protects it from misuse and loss and from unauthorized access, modification or disclosure.

When your Personal Information is no longer needed for the purpose for which it was obtained, we will take reasonable steps to destroy or permanently de-identify your Personal Information.

Maintaining the Quality of your Personal Information

It is an important to us that your Personal Information is up to date. We will take reasonable steps to make sure that your Personal Information is accurate, complete and up-to-date. If you find that the information we have is not up to date or is inaccurate, please advise us as soon as practicable so we can update our records and ensure we can continue to provide quality services to you.

Policy Updates

This Policy may change from time to time and is available on our website.