

TRADITIONAL FRENCH BAKING SINCE 1825

# noisette

## customer guidebook



[WWW.NOISETTE.COM.AU](http://WWW.NOISETTE.COM.AU)

# ABOUT US

From humble beginnings in 1825 provincial France comes Australia's premier French bakery Noisette, baking traditional goods from brioche to baguettes, croissants to cob loaves, delivered fresh daily to kitchens around Australia.

Our Master Baker, David Menard employs only qualified bakers and pastry chefs to guarantee his recipes are afforded the utmost care and attention in the baking process, while his purpose-built bakehouse ensures year round consistency of the highest standard.

## MEET OUR BAKER

DAVID MENARD - 5th GENERATION BAKER

My family history begins before 1825.

At that time my great-grandfather was baking homemade bread for himself and his neighbours. His bread was in such demand that he decided to start what would become his legacy.

In starting the first boulangerie, every generation has continued the tradition, uncles and cousins, males and females have chosen to become bakers or pastry chefs.

I think of what my family has created, in respect of the traditional bread. At no time has what I am doing been an obligation, it was simply for the love for the earth - the simple elements that combined, infuse you with those flavours.

Now I have the privilege to write another page in our history, and to share my family's passion with all of you.



# ORDERING

## QUICK FACTS

Noisette dough is a high-quality artisan product and takes time to perfect. As such we require **two days notice** for all orders.

All orders and amendments must be received before 3pm **two business days** prior to delivery. No further alterations can be made after this cut-off time.

All customers will be provided with a unique customer code. This must be used when placing, amending or cancelling orders.

## ORDER PROCESSING

Place your order via **orders@noisette.com.au** any time of the day or night. Standard waiting periods apply.

Items should be ordered using their Item Code and description. Avoid generic terms like 'dinner roll'. Should it not be clear and the Customer Service Team are unable to confirm which products you require, your order and subsequent delivery could be delayed.

### EMAIL ORDER EXAMPLE

Customer Number: C01258

Ship-To Address: Noisette Bakery, 17 Fowler Rd, Dandenong South

Delivery Date: Tuesday 2nd April 2018

10 x 10312 - Almond Croissant

5 x 10355 - Fruit Sourdough - **Sliced**

30 x 10231 - Milk Bun

## STANDING ORDERS

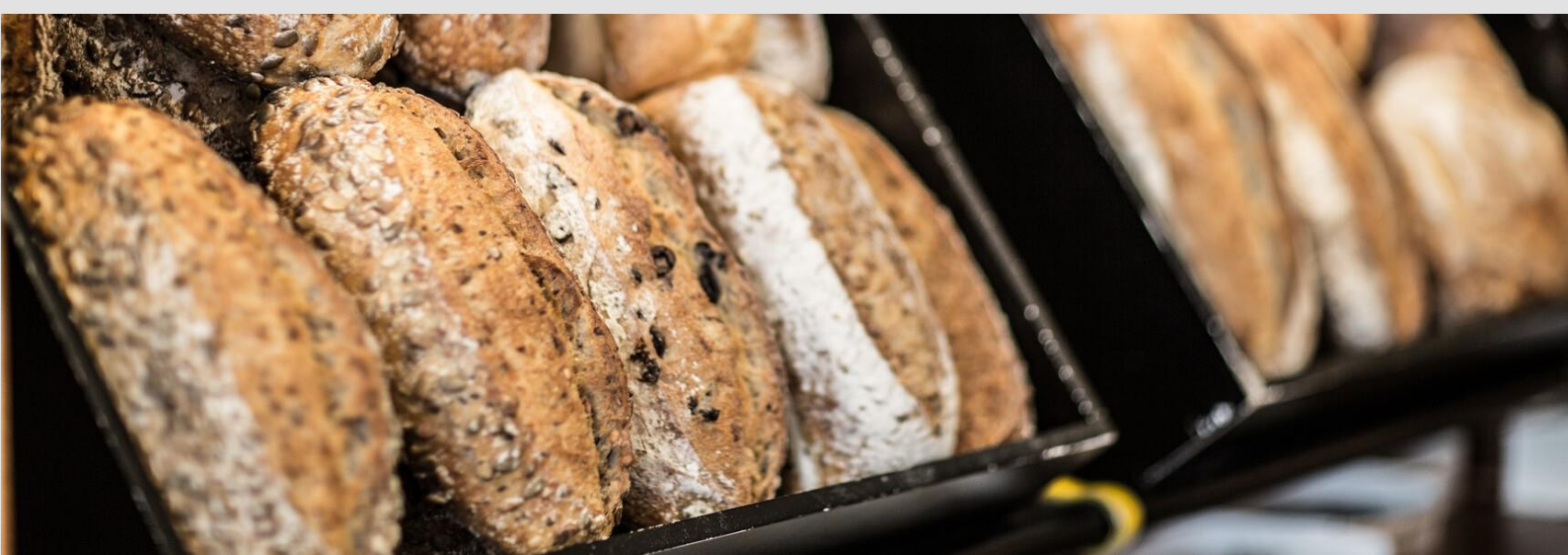
Standing orders are orders set in our system for each of your main trading days and are highly encouraged, as they ensure your kitchen never runs out of bread. Standing orders take the hassle out of ordering daily and can be amended simply and quickly by sending an email to **orders@noisette.com.au**.

Our Customer Service Team will determine your needs based on your ordering history and will create these fully customised orders for you with your consultation.

We further encourage a selection of par-bake options to be included on your standing order, to ensure your kitchen is prepared for any high-volume periods.

## CANCELLING ORDERS

Orders can be cancelled up to 24 hours before delivery for *most* products. It is the responsibility of the customer to ensure the cancellations are received by 3pm the day before delivery. Our Customer Service Team will always respond to all emails to confirm acknowledgement. If you do not receive an email by 3pm, please call the team on 9791 2022.



# ACCOUNTS

For full terms and conditions please refer to the Noisette Credit Application, provided with this guidebook.

## ACCOUNT TERMS

Noisette provides trading accounts on 7-day terms. Should you not be offered terms, you will be provided with a pre-Paid account which can be reviewed by the Finance team once regular orders are established.

## INVOICES AND STATEMENTS

Invoices are created daily, for each delivery. Statements are issued weekly.

Should multiple invoices remain outstanding, it is at the discretion of the Finance Manager whether accounts will remain on 7-day trading terms or be converted to pre-Paid. Supply may also be affected.

## PAYMENT METHODS

Our preferred method of payment is via our direct debit option via your nominated Credit Card, paid once weekly.

You can also pay your account via bank transfer.

Account Name: Noisette Bakery Pty Ltd

BSB: 083-214

Account Number: 949 365 372

\*PLEASE USE YOUR CUSTOMER NUMBER FOR THE DESCRIPTION\*

## PAYMENT ALLOCATION

Please email remittance for all bank transfers to [orders@noisette.com.au](mailto:orders@noisette.com.au). Include your customer number so that payments can be easily applied. If remittance is not received, payments will remain unallocated.

## REFUNDS

Refunds are not provided to active accounts. Any overpayments made will be allocated to your account and sit as an active credit. If closing your account, please apply via email to have any active credit refunded, including the details:

contact details (full name, phone number, postal address, and email)

account name, BSB, and account number

date payment was made

amount to be refunded

proof of payment (e.g., copy of bank statement).



# DELIVERIES

We deliver our products **365 days a year**, including **all** Public Holidays.

Noisette must be notified in writing of any closures outside your normal trading hours. Deliveries will continue as normal on all Public Holidays so we must be notified if you intend to close.

Orders are subject to minimum delivery requirements. Where possible, our helpful Customer Service Team will assist you with quantity fulfillment. Orders received that do not reach the minimum delivery requirements may not be dispatched.

Deliveries are made using biodegradable cardboard crates. These can be disposed of conveniently in your regular recycling bin. It is the responsibility of the customer to dispose of these thoughtfully.

In exceptional circumstances plastic bread crates will be used. Customers are responsible for safe storage of plastic crates until collection is arranged through the Customer Service Team.

Deliveries must be made through the front door, for security reasons. Deliveries received any other way are subject to prior approval.

Deliveries occur between 4am and 8am every day. Exact delivery times cannot be guaranteed however our helpful Customer Service Team will provide a delivery window for you based on your location.

A key should be provided to ensure safe delivery of products, straight to your kitchen bench. Our key register is tracked and monitored at our Head Office, so any changes in your security requirements must be directed to the Customer Service Team.

Where a key is not provided, deliveries will be left outside and are subject to the elements. Orders that are delivered outside are not eligible for any credits should the need arise.

You can direct delivery queries and comments to Monkat Logistics on 1300 685 002.



# QUICK FACTS

## **Are your products made-to-order?**

They certainly are. Our bakers are working around the clock, 365 days a year to bring the freshest Noisette products to you.

Square tin, gluten free products and waffles are made off-site. These products are food service style items and are not baked by Noisette bakers.

## **Do you have gluten free and vegan products?**

You can order a selection of gluten free products through Noisette. Many of our items are also vegan. Our Gluten Free products are manufactured off site in an 'allergen free' factory, free from tree nuts, dairy and other main allergens. The Customer Service Team can advise on allergen advice for all items

## **ALLERGEN DISCLAIMER**

Some products may contain milk, eggs, peanuts, soybeans, tree nuts, seeds and other ingredients, or traces thereof, that may cause an allergic reaction to some members of the community. All Nutritional Information and Ingredient Lists can be provided for clarification.

## **What's parbake?**

You can order most of our bread products 'par-baked'. These items freeze well and can be used to supplement your kitchen orders in times of high volume. Simply follow the baking instructions provided for each item for the freshest quality bread warm from the oven.

## **How do I place an order?**

Our preferred method to receive orders is via our email [orders@noisette.com.au](mailto:orders@noisette.com.au). Refer to our "ordering" page for information on how to place your orders and associated waiting periods.

Phone enquiries can be made Monday to Friday 8.30am - 3.00pm, Saturday and Sunday 1.00pm - 3.00pm.

## **I want to place an order after 3pm.**

We are more than happy for you to place an order after 3pm via [orders@noisette.com.au](mailto:orders@noisette.com.au), however standard waiting periods do apply. Orders will not be taken for the following day, with no exceptions.



# QUICK FACTS

## **Why can't I place an order after 3pm?**

Many people believe making bread is just like baking a cake; all ingredients simply get mixed, baked and then voila! it's ready to eat. Although we would love for this to be the case, a lot more time is involved.

Our artisan dough takes 48 hours to prepare, prove and rise so our bakers and pastry chefs need as much time as possible to start the process. They prepare all day and bake all night to ensure only the freshest products are delivered to you.

For these reasons, we cannot alter any order after 3pm as production must start the baking process.

## **When will my order arrive?**

Deliveries will be made between 4am and 8am each morning, depending on your location and requirements.

Specific delivery times cannot be guaranteed, however you will be provided with a 'delivery window' which will give you a good indication of when you will receive your order by. We strongly recommend providing a key so that your delivery can be left safely inside if your kitchen is unattended at the time of delivery.

We ask that you allow the drivers some grace, however if the delivery has not arrived, call the logistic provider Monkat on 1300 685 002 who will contact the driver directly.

## **I didn't receive an item I ordered.**

Should you be missing any items from your order, call us on the day of delivery and have your delivery docket handy. A member of our Customer Service Team will be able to talk you through the credit process. Unfortunately, we are unable to issue credits and refunds after the date of delivery.

## **I want to pay my account monthly.**

In exceptional circumstances we will allow monthly payments of your account. This is assessed on a case-by-case basis, and generally is not granted to customers that are late with payments. Monthly accounts can be reverted to weekly accounts, at the Finance Managers discretion.

## **I want to set up Direct Debit for my invoices.**

Contact a member of the accounts team who can assist you in setting up this quick and convenient payment option using your Credit Card.

## **Can I advertise that I use Noisette products on my menu?**

Please contact our helpful Customer Service Team who will direct you as to requirements surrounding all advertising.





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