

Fact Sheet – Millform Order Communication Process



Customer places order by Phone or Email to sales@millform.com.au

Order is entered into system within 3 hours, capturing customers requested delivery date or adding 5 trading days for our standard production lead time.

Order is checked by independent person for accuracy.

Once accuracy is confirmed order is released to the production and logistics teams to be scheduled.

Order acknowledgement is emailed to the customer, including details of what has been ordered and customer's requested delivery date.

Any changes to the customer's requested delivery date will then be emailed with an alternate delivery date within 24 hours (if this new delivery date is problematic then the customer can escalate for re-consideration).

Delivery confirmation is emailed 24 hours prior to shipment by email.
SITE DEL : 2 days before site delivery, customer will be contacted to ensure delivery date and details are still accurate.

Customer signs a POD (proof of deliver) upon delivery of goods to confirm complete delivery and / or documenting any issues.

After delivery, Invoice is generated.

