



Shipping & Collection Policy

Yan Yean Poultry

Trading as **Cluck & Collect**

Last Updated: March 2026

Yan Yean Poultry is committed to ensuring customers, retailers, and fundraising partners receive fresh farm eggs in a safe and efficient manner.

Due to the perishable nature of fresh eggs, our products are generally supplied through **collection or arranged delivery services.**

1. Order Collection

Customers, fundraising groups, retailers, and partners may collect eggs directly from our facility by prior arrangement.

Collection allows customers to receive eggs directly from the farm and ensures freshness at the time of pickup.

Collection details will be confirmed when orders are placed.

2. Fundraising Campaign Collection

For **Cluck & Collect fundraising campaigns**, eggs are typically delivered to a nominated collection point organised by the participating school, club, or community organisation.

Customers who have placed orders through a fundraising campaign will collect their eggs from the nominated pickup location at the scheduled time provided by the fundraising coordinator.



3. Delivery Services

Yan Yean Poultry may offer delivery services to:

- Retail partners
- Cafés and hospitality venues
- Community organisations
- Schools and sporting clubs
- Cluck & Collect fundraising groups

Delivery arrangements must be **agreed in advance with Yan Yean Poultry management.**

Delivery availability may depend on:

- Order volume
- Location
- Delivery schedule
- Campaign logistics

4. Delivery Conditions

Where delivery has been arranged, eggs will be:

- Carefully packed and handled
- Transported in suitable conditions
- Delivered to the agreed location at the scheduled time

The receiving organisation or customer is responsible for ensuring eggs are stored in a **clean, cool environment until distribution or use.**

5. Delivery Areas

Delivery services are generally available within **Victoria**, particularly across metropolitan Melbourne and surrounding regions.

Delivery availability to regional areas may vary depending on logistics and order quantities.



6. Order Accuracy

Customers, retailers, and fundraising groups are responsible for confirming their order quantities before packing and delivery.

Yan Yean Poultry will make every effort to ensure all orders are packed accurately and delivered in excellent condition.

7. Damaged Goods

If eggs are damaged during transport or delivery, customers should notify Yan Yean Poultry or the fundraising coordinator as soon as possible so that appropriate replacement or credit arrangements can be made.

8. Changes to Orders or Delivery

Any requested changes to orders, collection arrangements, or delivery schedules should be communicated to Yan Yean Poultry as early as possible prior to the scheduled packing or delivery date.

Late changes may not always be possible once orders have been prepared.

9. Contact

For collection or delivery enquiries please contact:

Yan Yean Poultry / Cluck & Collect

Phone:

1300 159 685 or 0447 232 888

Website:

www.yanyeanpoultry.com.au & www.cluckandcollect.com