

Parcel Concierge

Terms and Conditions

In these Terms and Conditions:

- “Centre” means a shopping centre managed by Us, at which Parcel Concierge is offered and a Parcel Concierge Fulfilment Centre is operational.
 - “Order” means an order for goods and/or services placed by You with a Retailer using Parcel Concierge.
 - “Parcel Concierge” means the service operated by Us for the purpose of facilitating the collection of Orders for goods and/or services placed by You with a Retailer for collection from a Parcel Concierge Fulfilment Centre.
 - “Parcel Concierge Fulfilment Centre” means a physical location, as nominated by Us from time to time, at a Centre from which You may collect an Order.
 - “Retailer” means a retailer at a Centre offering and providing the goods and/or services for sale and purchase, and for collection from a Parcel Concierge Fulfilment Centre.
 - “We”, “Us” or “Our” means Vicinity Centres PM Pty Ltd (ACN 101 504 045) in its own right and as agent for the owners of the Centre, and includes Our respective agents, contractors and employees.
 - “You” or “Your” means any person who enters or visits a Centre or a Parcel Concierge Fulfilment Centre for any reason.
1. Vicinity Centres PM Pty Ltd ACN 101 504 045 in its own right and as agent for the Owner of the Shopping Centres is the operator of the Parcel Concierge service, facilitating the transfer of Orders from a Retailer’s premises at a Centre to a Parcel Concierge Fulfilment Centre for Your collection.
 2. The collection of any Order from a Parcel Concierge Fulfilment Centre shall be subject to and governed by these terms and conditions. By collecting or purporting to collect an Order from a Parcel Concierge Fulfilment Centre, you are deemed to have read, understood and accepted these terms and conditions, and shall release Us from any claim, demand or action in respect of same.
 3. In order to collect an Order, You must attend a Parcel Concierge Fulfilment Centre, which shall only operate between 10am and 4pm from Monday to Sunday.
 4. We may, at any time and from time to time, add, remove or modify a Parcel Concierge Fulfilment Centre, and vary its opening days and opening hours.
 5. To the extent that a Parcel Concierge Fulfilment Centre is located within or is accessible by a car park at a Centre, these terms and conditions incorporate Our conditions of entry to the car park which are displayed at the entry to the car park.
 6. The person collecting the Order must be listed as the person on the name of the Order, unless another person is nominated at the time of the Order. When You collect Your Order, you must provide the Parcel Concierge email with the unique QR code, photographic identification to prove that You are the person listed on the Order, or a nominated person.
 7. If your Order is not collected within one week after the designated time for collection, then We reserve the right to return Your Order to the relevant Retailer.
 8. We do not create, finalise or package any Order, nor warrant or represent the fitness for purpose, quality, standard or condition of any Order.
 9. Our facilitation of the collection of an Order from a Parcel Concierge Fulfilment Centre does not constitute an endorsement by Us of any Retailer or any goods and/or services that a Retailer offers or provides.
 10. These terms and conditions do not create or imply any partnership or any other relationship between Us and any Retailer or You.
 11. We shall not be responsible nor liable for any loss, expense, cost or damage incurred as a result of or in connection with a Retailer’s act or omission, any unclaimed Order, or the ordering or payment process for an Order.
 12. We do not guarantee the availability nor participation of any Retailer in Parcel Concierge.
 13. We may collect and use Your personal information to manage and operate the Parcel Concierge service. This information will be handled in accordance with Our Privacy Policy (available at

<https://www.vicinity.com.au/privacy-policy>.

14. By collecting or purporting to collect any Order from a Parcel Concierge Fulfilment Centre, you are also deemed to have read, understood, accepted and complied with the terms and conditions of the booking or ordering service provider to which the Order relates and of the relevant Retailer.