



## **Gordon & Gotch (G&G) Returns and Courier Post Ticket Information**

Dear Retailer,

To follow are the 3 ways to get your returns back to us:

1. Arrange your own courier service.
2. Drop off at the G&G warehouse location (Auckland only, address is below).
3. By CourierPost using a "G&G Returns" ticket – purchased directly from CourierPost. *(NB - You will be charged \$27 + GST for your book of tickets on your next G&G statement).*

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If you wish to use the Gordon & Gotch CourierPost tickets you will need to follow this process:

**Step One:** Call Courier Post to order a book of tickets 0800 COURIER (0800 268 743)

Choose Option 4 then Option 1.

**Step Two:** A Customer service rep should answer your call, they will ask you for an Account Number - please quote: "User Account Number - **91025737**". Proceed to order a book of "Gordon & Gotch Returns Tickets using Code" CPTGP (*there are 10 tickets in a book*).

**Step Three:** Quote **your** 6 digit G&G outlet/customer number. (**Do not** use your 7 digit retailer number).

You **will not** be issued tickets without this.

Provide your delivery address as the tickets will be couriered to you.

**Step Four:** Address and ticket your G&G returns parcels to the following physical address:

Gordon & Gotch Returns 122 Kerrs Road Wiri Auckland 2104

**Step Five:** Phone CourierPost (0800 COURIER (0800 268 743) to arrange collection of your returns.

### **Please Note:**

- Process your returns forms on-line weekly at [www.gordongotch.co.nz](http://www.gordongotch.co.nz).
- One ticket per parcel up to 5 kg nationwide.
- These tickets are only for G & G Returns. Service may be suspended if we identify misuse of the courier account.