



## IMPORTANT NOTICE – RETURNS UPDATE

---

Dear Magazine Retailer,

As previously advised, we have been monitoring the close off dates for processing Standard Online Returns to ensure you have sufficient time & access and complete these.

Below are the new cut-off dates for you:

Standard online Returns Date	Standard Close off date	Extended Close off date
2 <sup>nd</sup> August, 2021	23 <sup>rd</sup> August, 2021	11 <sup>th</sup> October, 2021
9 <sup>th</sup> August, 2021	30 <sup>th</sup> August, 2021	11 <sup>th</sup> October, 2021
16 <sup>th</sup> August, 2021	6 <sup>th</sup> September, 2021	11 <sup>th</sup> October, 2021
23 <sup>rd</sup> August, 2021	13 <sup>th</sup> September, 2021	18 <sup>th</sup> October, 2021
30 <sup>th</sup> August, 2021	20 <sup>th</sup> September, 2021	18 <sup>th</sup> October, 2021
6 <sup>th</sup> September, 2021	27 <sup>th</sup> September, 2021	18 <sup>th</sup> October, 2021
13 <sup>th</sup> September, 2021	4 <sup>th</sup> October, 2021	18 <sup>th</sup> October, 2021
20 <sup>th</sup> September, 2021	11 <sup>th</sup> October, 2021	18 <sup>th</sup> October, 2021
27 <sup>th</sup> September, 2021	18 <sup>th</sup> October, 2021	n/a

As the standard close off date passes, the return will not be available online to process. The Call Centre team are emailing these files, however if we have missed your store, please email [thecallcentre@ovato.co.nz](mailto:thecallcentre@ovato.co.nz) and request dates needed.

You can simply add in the unsold quantity and send the excel file back to [thecallcentre@ovato.co.nz](mailto:thecallcentre@ovato.co.nz) and we will process the credits for you. Then, these can be securely destroyed/recycled as you would normally.

When getting back to normal and processing your returns online, you will need to process the oldest date first, before it will allow you to enter the most recent date.

Stay well, keep safe and be kind,

Regards,

The team at Ovato Retail Distribution