



IMPORTANT NOTICE – LOCKDOWN UPDATE

Dear Retailers,

Firstly, with the whole country remaining in Level 4, all Non-Essential Retailers outside of Auckland & Coromandel were again invoiced for another delivery. Which means **Deliveries for these stores & Onsale Monday 23rd August** had already left our warehouse at the time of the extended lockdown, so please see below guidelines Courier Post are working to. We apologise for this and will continue to work with Courier Post to recover & hold.

Situation	Courier Post Action
If there is a secure location for deliveries to be placed	Delivery will proceed*
If there is a shared location (such a mall inwards area) and they are accepting deliveries	Delivery will proceed*
If delivery is normally an unsecured drop-off	Delivery will proceed*
If there is a shared location (such as a mall inwards area) and they are NOT accepting deliveries	Delivery will be returned to our warehouse**
If delivery is normally dropped off into store	Delivery will be returned to our warehouse**

*will be available for you to access when next in store

**will be held in our warehouse for re-despatching once we return to Level 3 (if you are a 'Click & Collect store or Level 2 for all other stores)

Our business remains operational and will continue invoicing, packing & dispatching to **Essential Service Stores**. All Non-Essential stores have now been placed on TEMP HOLD as there are so many locations of interest outside of Auckland we feel it is best to presume we will stay in lockdown (either Level 4 or 3).

If, once we move to Level 3 and your store offers a 'Click & Collect' or 'Front of Store' service – you will need to notify us to remove the TEMP HOLD*.

*Please note we will invoice **ALL** titles, regardless of frequency & the length of the lockdown to your account and returns processing of all held stock remains your responsibility.

Other important info for you:

- Our offices are closed, all office staff are working remotely
- Our Call Centre team is available via email only (thecallcentre@ovato.co.nz)

Stay well & keep safe and be kind,

Regards,

The team at Ovato Retail Distribution