



COVID-19 LEVEL 4 ALERT

Dear Magazine Retailer

Firstly, we hope you and your families are all well. As you are no doubt aware, at midnight on Wednesday 25th March, our Country moves to a Level 4 Alert, which means that **ALL** businesses except 'Essential Services' will close.

Ovato Retail Distribution is considered a part of the 'Essential Services' as such we will continue to supply magazines throughout New Zealand to **ALL** Outlets that are also part of an 'Essential Service'

If your store is required to be on 'Temporary Close', please notify us urgently via email. A temporary closure will stop magazines being delivered to you.

If you are going to be on a temporary closure, effective immediately, we require you to process a supplementary return for 100% of the magazines you have in store. This will ensure all necessary credits are processed to your account in a timely manner. We do not require any covers or auditing process during this time, therefore please destroy all magazines appropriately.

If you do not advise us to place your account on temporary closure, we will presume you are also an 'Essential Service' and will continue to receive magazines during the Lockdown period

Our Call Centre is working remotely and only available via email contact during our standard hours of operation. The team are very busy but will endeavor to respond within 2-3 working days. We will continue to place notices on our website and keep you informed as things evolve.

Stay well & keep safe,

Regards,

The team at Ovato Retail Distribution