

IXOM NZ CHRISTMAS AND NEW YEAR TRADING 2021/2022

Dear Customer

We would like to take this opportunity to thank you for your business throughout the year and wish all of you and your families a very Merry Christmas and a prosperous New Year.

Below please find details of our operations during the Christmas and New Year period. To ensure uninterrupted supply through this busy period, now further impacted by COVID-19 restrictions, where possible, please allow an additional two to three business days to your lead times and place orders as early as practically possible.

Please also e-mail your Christmas/New Year closing times to our Customer Service Department:

nz.orders@ixom.com

For your convenience please find a schedule of our operations during the Christmas and New Year period.

BULK LIQUID TRANSPORT (BLT) ORDERS & DELIVERIES:

| DATES | OFFICE HOURS | DELIVERIES |
|--|------------------------------|---------------------------------|
| Monday 20 th to Thursday 23 rd December | Standard Office Hours | Standard Deliveries |
| Friday 24 th December | 8am to 12pm | Standard Deliveries |
| Saturday 25th December | On Call Coverage Only | Critical Deliveries ONLY |
| Sunday 26 th to Tuesday 28 th December | On Call Coverage Only | Standard Deliveries |
| Wednesday 29 th to Thursday 30 th December | Standard Office Hours | Standard Deliveries |
| Friday 31 st December | 8am to 12pm | Standard Deliveries |
| Saturday 1st January | On Call Coverage Only | Critical Deliveries ONLY |
| Sunday 2 nd January to Tuesday 4 th January | On Call Coverage Only | Standard Deliveries |
| Wednesday 5 th January onwards | Standard Office Hours Resume | Standard Deliveries Resume |
| <p>Please ensure that you contact our BLT Dispatch Team if you are planning a Production Shutdown or if you have any queries on:</p> <p>blt.dispatch@ixom.com</p> | | |

PACKAGED ORDERS (CHEMICALS, BRONSON & JACOBS):

| DATES | OFFICE HOURS | DELIVERIES |
|--|------------------------------|---|
| Monday 20 th to Wednesday 22 nd December | Standard Office Hours | Order Cut Off at 12pm (Midday) |
| Thursday 23 rd December | Standard Office Hours | Cut off 10am |
| Friday 24 th December | 8am to 12pm | Limited Deliveries Order Cut off at 10am |
| Saturday 25th to Tuesday 28th December | CLOSED | NO DELIVERIES |
| Wednesday 29 th to Thursday 30 th December | Standard Office Hours | Cut off 10am |
| Friday 31 st December | 8am to 12pm | Limited Deliveries Order Cut off at 10am |
| Saturday 1st January to Tuesday 4th January | CLOSED | NO DELIVERIES |
| Wednesday 5 th January to Friday 7 th January | Standard Office Hours Resume | Cut Off 12pm (Midday) |

During this time please expect extended delivery lead times.

If you have any queries, please contact our Customer Services on:

Please phone: **0800 222277** or E-mail: **nz.orders@ixom.com**

CHLORINE DELIVERIES:

The final full week of chlorine deliveries in the North Island will be week commencing Monday 13th December. As per our normal ordering procedure, please ensure you have your pre-Christmas deliveries ordered before 12pm on Friday 10th December to ensure your orders make it onto the final chlorine delivery schedule for the year.

All orders placed after 10th December will be delivered on week commencing Monday 10th January 2021.

Chlorine North Island:

| DATES | OFFICE HOURS | DELIVERIES |
|--|------------------------------|----------------------------|
| Monday 13 th to Friday 17 th December | Standard Office Hours | Standard Deliveries |
| Monday 20 th to Thursday 23 rd December | Standard Office Hours | NO DELIVERIES |
| Friday 24 th December | 8am to 12pm | |
| Saturday 25th to Tuesday 28th December | CLOSED | |
| Wednesday 29 th to Thursday 30 th December | Standard Office Hours | |
| Friday 31 st December | 8am to 12pm | |
| Saturday 1st January to Tuesday 4th January | CLOSED | |
| Wednesday 5 th January to Friday 7 th January | Standard Office Hours Resume | |
| Monday 10 th to Friday 14 th January | Standard Office Hours Resume | Standard Deliveries Resume |

During this time please expect extended delivery lead times.

If you have any queries, please contact our Customer Services on:

Please phone: **0800 222277** or E-mail: **nz.orders@ixom.com**

Chlorine South Island:

For South Island Chlorine Deliveries please refer to Packaged Ordering Schedules or liaise directly with your Account Manager below:

Brent Knudsen Mob: (021) 926 006

E-mail: brent.knudsen@ixom.com

Seaton Rolleston Mob: (021) 821674

E-mail: seaton.rolleston@ixom.com

Warmest wishes

From the Management and Staff at Ixom

Wishing you and yours a very

Merry
Christmas

and a

Happy
New Year

May it be safe and prosperous.

