

# EPB<sup>®</sup> Plasterboard Delivered to Site (DTS) Service Guide

## Reliable Plasterboard Delivery, Right Where You Need It

The EPB<sup>®</sup> Delivered to Site (DTS) service operates across Auckland, Hamilton, and Tauranga regions. It specialises in the safe and efficient placement of plasterboard on site, offering a range of vehicle options to suit different delivery requirements, as well as additional labour support available upon request.

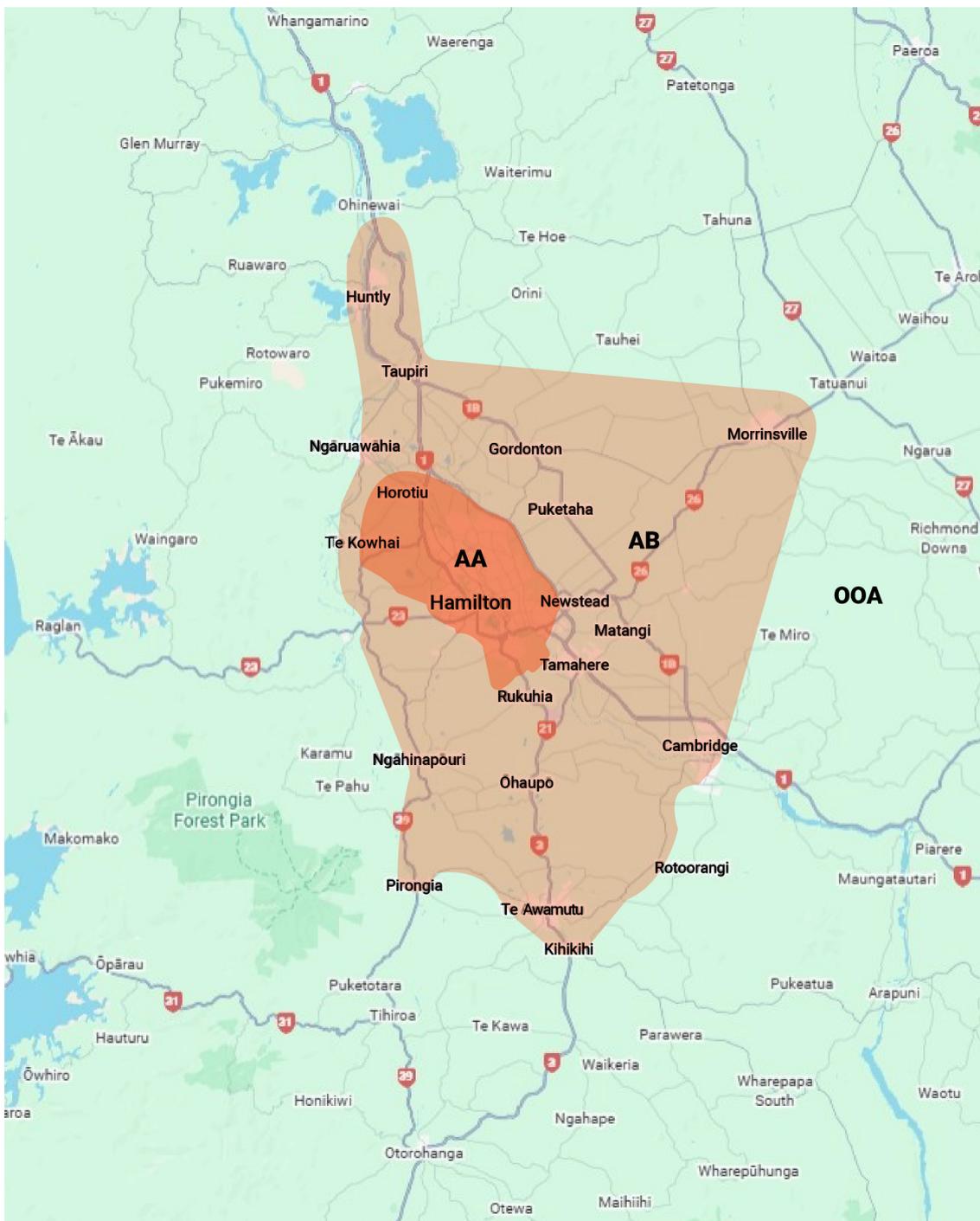
- Reliable, on-time deliveries supported by the EPNZ team help minimise delays, reduce costs, and enable more efficient project scheduling.
- With optional additional labour services, experienced EPB<sup>®</sup> plasterboard handling specialists can unload and transport products directly to the required floor and organise them into room lots. This supports faster installation and allows trades to focus on construction rather than material handling.
- A complimentary site inspection (Auckland only) is available to confirm that the site is 'Plasterboard Ready' and that the appropriate services are ordered, helping to avoid unnecessary costs, incorrect services, or re-deliveries.
- On-site injury risks are reduced by engaging our experienced delivery team to manage product movement who takes responsibility for the risk of damage while transporting plasterboard through the site, including doorways and corridors. Any damage occurring during delivery will be replaced at no additional cost.

## Delivered to Site (DTS) Service Auckland Delivery Boundaries Map



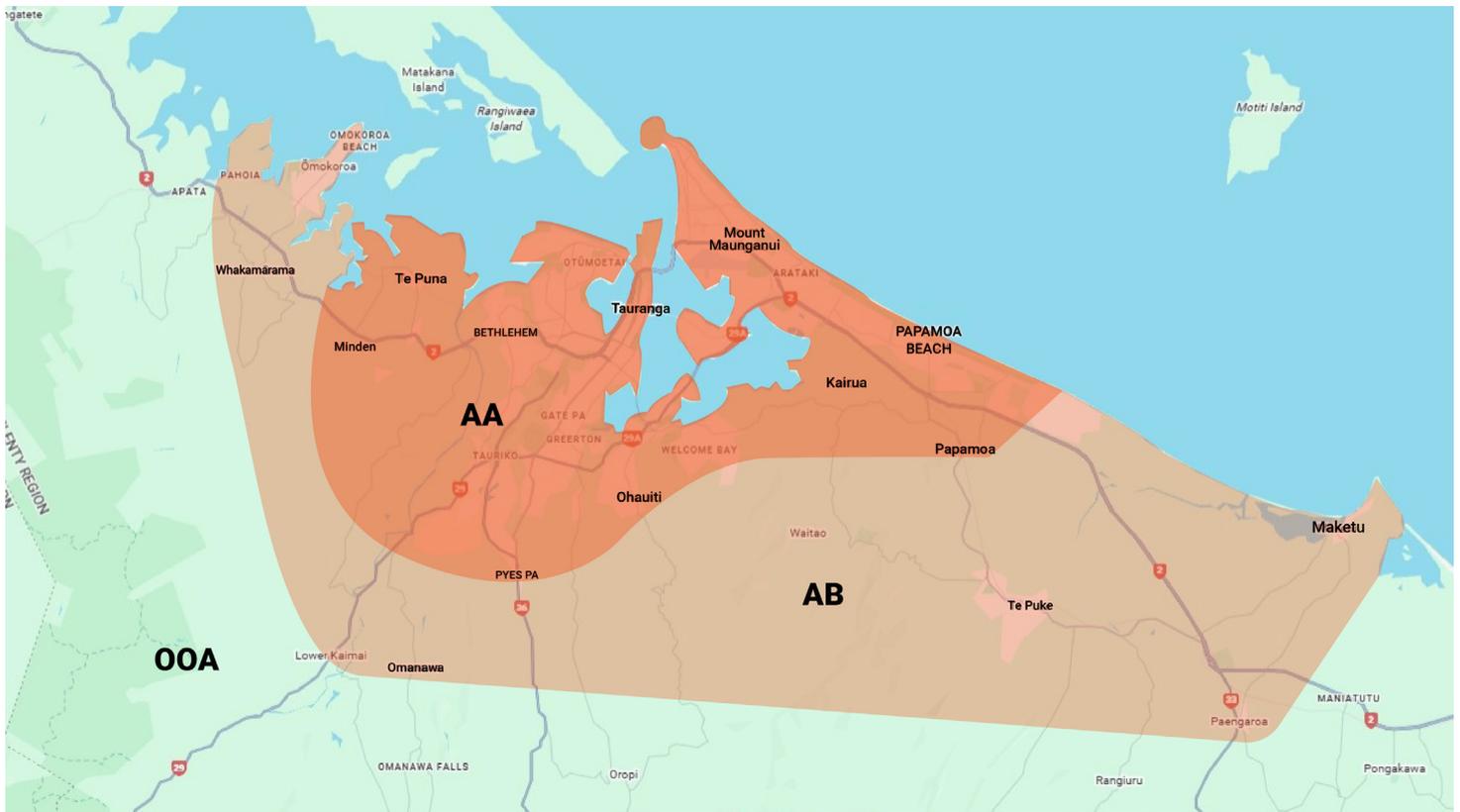
- AREA A**
- AREA B**

## Delivered to Site (DTS) Service Hamilton Delivery Boundaries Map



 **AREA A**     **AREA B**

## Delivered to Site (DTS) Service Tauranga Delivery Boundaries Map



-  **AREA A**
-  **AREA B**

## Standard Delivery

Included in DTS price

### STANDARD TRUCK

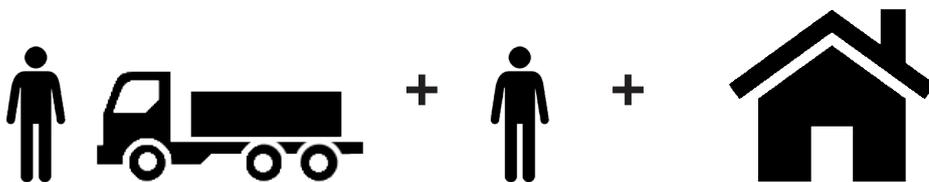
- Includes a driver and one labourer only.
- The plasterboard is delivered to the nearest point of cover within 20 meters flat walk (i.e. the garage or the closest open area).
- This delivery can be split into a maximum of two areas.
- If plasterboard needs to be split into more than two areas, carried more than 20 meters, upstairs or the foundation height is over 400mm, then specialised delivery services will be required within extra labour charges.
- Maximum unloading time of 2 hours on site, thereafter an hourly rate applies.

### STANDARD HIAB

- Includes the driver only.
- The Hiab reach is up to 15m. For longer reach Hiab, extra charges apply.
- The Hiab is only for the delivery of EPNZ's supplied product. For deliveries requesting the plasterboard to be positioned further away from the reach of Hiab, or to be carried through a door or window (within the Hiab's reach), Specialised delivery services will be required with extra labour charges.
- Maximum unloading time of 2 hours on site, thereafter an hourly rate applies.

### CRANE LIFT

- Includes driver only.
- Maximum unloading time on site is two hours per delivery, thereafter an hourly rate applies.



Standard Truck + Driver

1 Labourer

Delivery point  
less than 20m



Standard Hiab/Crane lift + Driver

## Specialised Deliveries

Additional charges over Standard Deliveries prices

Specialised deliveries require advance notice due to capacity limitations and weather-dependent scheduling. Early booking is recommended. Specialised delivery is for the purpose of undertaking EPNZ products only.

### EXTRA LABOUR

- Two Extra labourers are available per level for plasterboard that needs to be split into more than two areas or carried more than 20 meters or carried upstairs or when foundations are higher than 400m.
- A minimum labour charge of 3 hours per two people applies from EPNZ depot and back to EPNZ depot, thereafter an hourly rate applies.
- Maximum unloading time on site is two hours per delivery, thereafter an hourly rate applies.

### LONG REACH HIAB DELIVERY (AUCKLAND)

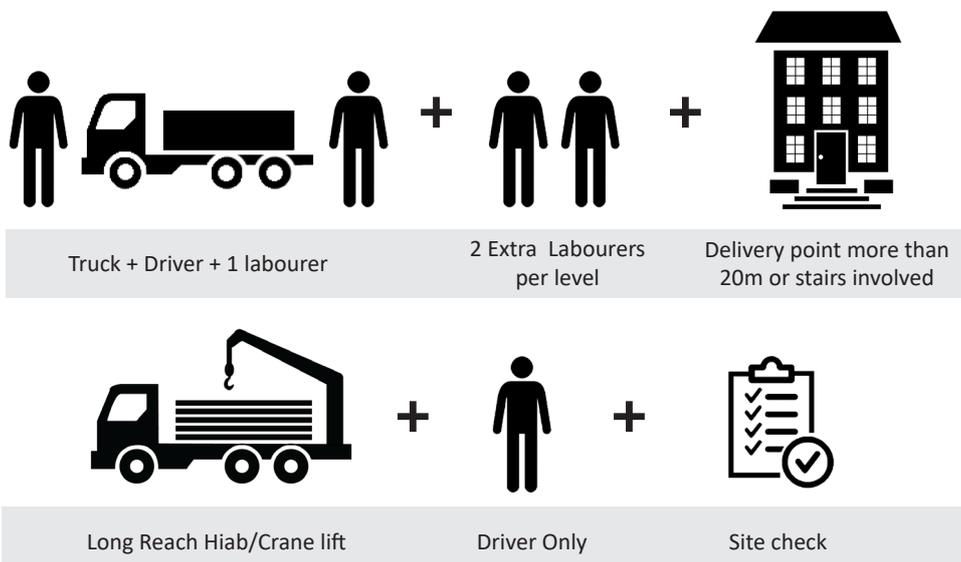
- For lifts from 15-23m reach.
- Includes the driver only.
- Site check is required.
- Maximum unloading time on site is two hours per delivery, thereafter an hourly rate applies.

### SUPER LONG REACH HIAB DELIVERY (AUCKLAND)

- For lifts from 23-32m reach.
- Includes the driver only.
- Site check is required.
- Maximum unloading time on site is two hours per delivery, thereafter an hourly rate applies.

### CRANE LIFT

- Includes driver only.
- Maximum unloading time on site is two hours per delivery, thereafter an hourly rate applies.



## A Plasterboard Ready Site

It is important that the site is plasterboard ready to minimize the risk of injury to the delivery team or prevent product damage as a consequence, resulting in delayed deliveries or re-delivery charges being applied.

A 'plasterboard ready' site is one that has clear and unobstructed access. This means that:

- All rubbish must be removed to allow a clear place for the truck to park and a clear pathway for the plasterboard to be carried.
- The truck parking location needs to be as close to the building as possible
- To enable passing of plasterboard straight to the building.
- Any trenches must be covered with suitable ramps.
- The walk-way must be clear and not blocked by other equipment or scaffolding.

The Plasterboard storage area must be:

- Clean, clear, dry and free of obstacles
- A safe place where it is unlikely to be damaged
- Water/weather proof
- Roof installed

### PLACING YOUR ORDER

During the order process, the customer must confirm that the site is 'plasterboard ready' which means that the site has been checked and is free of hazards, thereby meeting the safety recommendations as detailed in this page.

**REQUEST A SITE CHECK  
WHEN IN DOUBT!**

**Contact our EPB Plasterboard  
team today to get more  
information on getting your  
site Plasterboard Ready on  
0800 353 742**

Below are some examples when your site is not Plasterboard ready



## What Happens If My Site Is Not Ready for Plasterboard Delivery?

If the EPB delivery team arrives on site and determines that the location is not suitable for plasterboard delivery, the incorrect delivery type was ordered, or the intended drop-off point is unsafe, the site contact will be given the following options:

### 1. Proceed With the Delivery

If the site contact chooses to continue with delivery:

- EPB delivery staff will attempt to complete the delivery as close as possible to the originally requested location, provided it is safe and adequate labour has been arranged.
- The site contact must confirm in writing that they accept full responsibility for the delivery, including correct onsite storage, product protection, security, and safeguarding materials from wet weather or unintended movement.
- In this situation, no late cancellation fee or additional redelivery charges will apply.

### 2. Return the Order to EPNZ

If the site is likely to be ready within 5 working days and EPNZ has freight capacity:

- EPNZ will coordinate with the site contact to book a new delivery date.
- The 10% late cancellation fee will be waived; however, a redelivery fee will apply to cover additional transport costs.

If the delay exceeds 5 working days or the order is cancelled:

- The order will be cancelled in EPNZ's system.
- A 10% late order cancellation fee will be charged, along with any related transport costs already incurred.
- A new order must be placed through the merchant once the site is ready or if a different delivery method is preferred (e.g., delivery to merchant store).

### Late Order Cancellation Fee

For orders cancelled within 3 working days of the scheduled delivery date, a late cancellation fee of 10% of the order value will apply. This fee covers lost labour and freight allocation that would otherwise support other customer deliveries. 'Working days' are Monday to Friday. Weekends and public holidays are excluded.

### Wet Weather Delays

If weather conditions are unsafe (wet, windy, hazardous) at the time of delivery:

- EPNZ will contact the site representative from 6:00am on the delivery day to confirm whether delivery can proceed.
- If the delivery cannot be completed due to poor weather after approval is given, the order will be rescheduled and redelivery fees may apply.
- If the site contact is unavailable, EPNZ reserves the right to either proceed with the delivery or place the order on hold.
- All deliveries placed on hold will be rescheduled at the next suitable time in consultation with the site contact.

- The DTS price allows for maximum unloading time of up to 2 hours on site per delivery, thereafter an hourly rate applies.
- For DTS orders below minimum order value (excluding pallets), a transport surcharge applies.
- Shrink Wrapping or Strapping services are available on request on an extra charge per pallet.
- Sites must be clear of any obstructions (building waste or scaffolding) to receive deliveries otherwise re-delivery charges and delays will apply.

## Re-Delivery/ Re-Scheduling/ Failed Delivery



### RE-SCHEDULING OF FAILED / CANCELLED DELIVERIES

If a delivery could not be completed due to obstructed site access (e.g., building waste, scaffolding or other site constraints) or incorrect delivery type by the customer or cancellation of delivery en route, the order will be returned to EPNZ and re-scheduled for delivery at the next available time. In such cases, re-delivery charges will apply.



### POOR WEATHER

If wet, windy, or hazardous weather conditions occur at the time of the scheduled delivery, EPNZ will contact the customer to confirm whether the delivery should proceed or be rescheduled. If the customer cannot be reached, EPNZ reserves the right to either place the order on hold or proceed with the delivery at its discretion. Any orders placed on hold will be rescheduled for the next available delivery time in consultation with the customer.

## **Product Returns & Product Replacements**

Accepting returns is at the discretion of Elephant Plasterboard Ltd. See details in EPB's Product Returns Policy document.

## **Top Ups & Small Orders**

For orders under a minimum value (excluding pallets) a transport surcharge applies.

## **Shrink Wrapping and Strapping Services**

- Shrink Wrapping or Strapping services are available on request at an extra charge per pallet.
- Three working days' notice is required to order these services.
- Once an order for shrink wrapping or strapping is accepted and confirmed, it cannot be changed.