



EPB® Plasterboard Ex-Warehouse Collection

Ex-Warehouse Collection Service (Auckland) :

- Cut-off times for orders or changes in orders to be picked up the next day:
 - Auckland by midday today for items to be picked up the next day.
- Loading services are provided for next day for pick-up:
 - Auckland between 7.30 a.m. and 4.30 p.m.
- Orders can be arranged into split packs or house lots.
- Cancelled orders will incur a restocking charge.
- Customers collecting from Elephant Plasterboard NZ Ltd (EPNZ) Warehouse must fully comply with the Health and Safety requirements.

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.

Product Replacements

- Damaged products must be notified to EPNZ Ltd within 24 hours as soon as it is identified. Photo evidence showing the issue must be provided for review.
- A review will be initiated shortly once notified. Following the review replacement product can be arranged in accordance with normal order cut off and delivery times.

Product Returns

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