

EPB[®] Plasterboard Freight Into Store (FIS) Service

Freight Into Store (FIS) – delivery to an approved customer merchant store

- Cut off times for orders or change in orders to be dispatched the next day:
 - By midday today for items being dispatched the same day and delivered the next day in FIS Zone 1 (Auckland)
 - By midday today for items being dispatched the same day and delivered within one to two working days in FIS Zone 1 (Waikato, Bay of Plenty region) and FIS Zone 6 (Central North Island, Whangarei District, Kaipara District)
 - By midday today for items being dispatched the same day and delivered within one to three working days in FIS Zone 2 (Lower North Island, Far North)
 - By midday today for items being dispatched the same day and delivered within three to four working days in FIS Zone 3, Zone 4, Zone 5 (South Island)

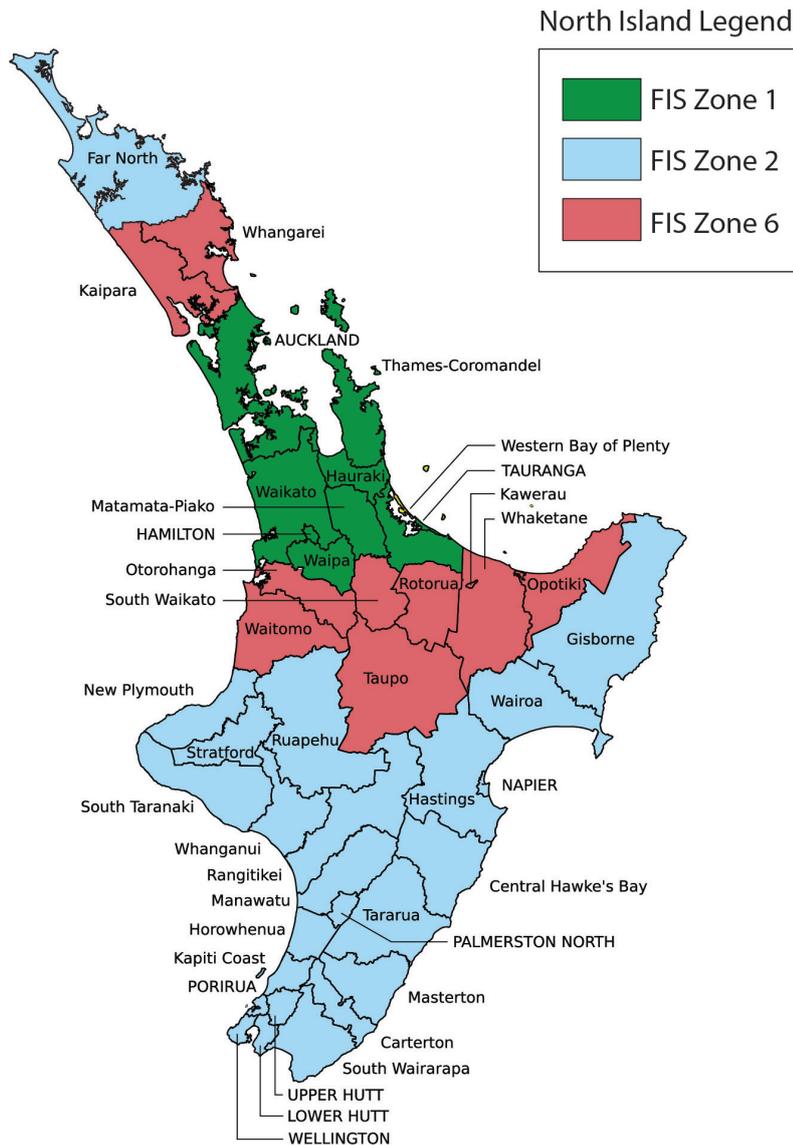
- FIS Delivery Services are provided between 7.30 a.m. and 5.00 p.m. Special Delivery times outside normal trading hours are available by arrangement.

- The FIS service is applicable only for deliveries to the location of the approved merchant store. It is not available for delivery for another location unless agreed by Elephant Plasterboard NZ Ltd (EPNZ).

- For orders below the minimum value, a transport surcharge applies.

- Orders can be arranged into split packs or house lots.
- Refer to the FIS Zone Maps in the following pages

Freight Into Store Zone Map - North Island



FIS Zone 1 consists of the following Territorial Authorities:

Rodney District, North Shore City, Auckland City, Waitakere City, Manukau City, Papakura District, Franklin District

Hauraki District, Waikato District, Matamata-Piako District, Hamilton City, Waipa District, Western Bay of Plenty District, Tauranga District, Thames-Coromandel District.

FIS Zone 6 consist of the following Territorial Authorities:

Whangarei District, Kaipara District, Otorohanga District, South Waikato District, Rotorua District, Kaverau District, Whakatane District, Opotiki District, Taupo District, Waitomo District.

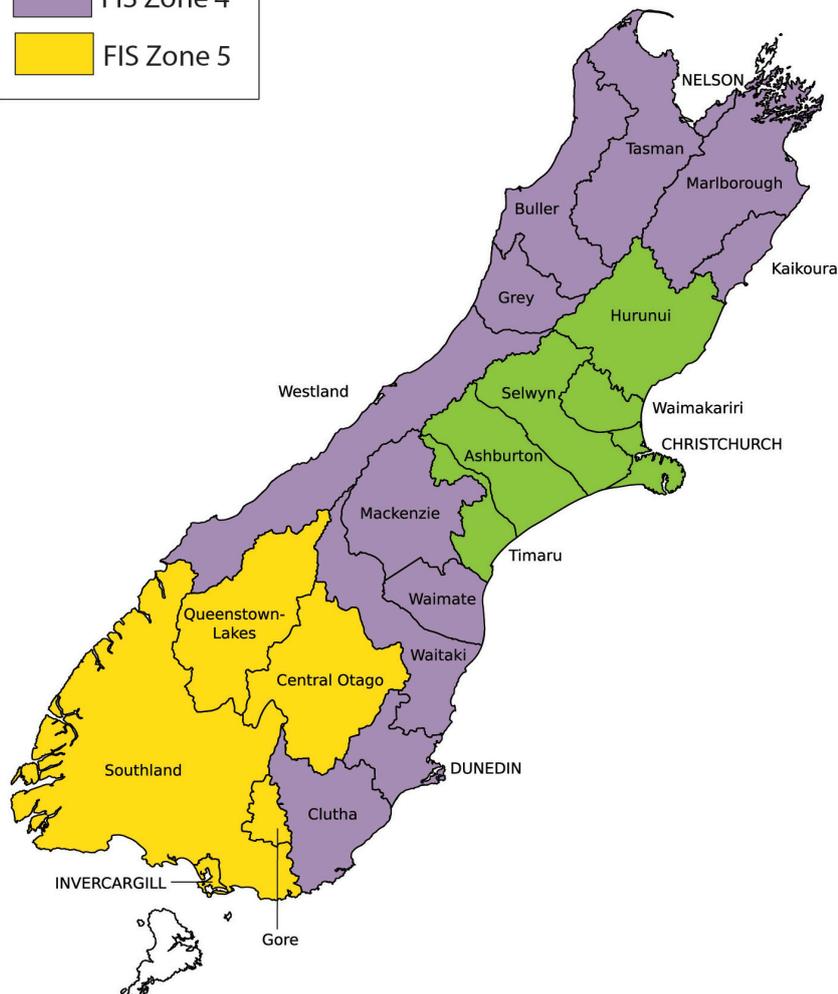
FIS Zone 2 consists of the following Territorial Authorities:

Far North District, All North Island Territorial Authorities south of and including New Plymouth District, Stratford District, Ruapehu District, Rangitikei District, Gisborne District, Wairoa District, Hastings District and Napier City.

Freight Into Store Zone Map - South Island

South Island Legend

	FIS Zone 3
	FIS Zone 4
	FIS Zone 5



FIS Zone 3 consists of the following Territorial Authorities:
Christchurch City, Waimakariri District, Hurunui District, Selwyn District, Ashburton District, Timaru District

FIS Zone 4 consists of the following Territorial Authorities:
Tasman District, Nelson City, Marlborough District, Kaikoura District, Buller District, Grey District, Westland District, Mackenzie District, Waimate District, Waitaki District, Dunedin City, Clutha District

FIS Zone 5 consists of the following Territorial Authorities:
Central Otago District, Queenstown-Lakes Districts, Southland District, Gore District, Invercargill City. Does not include Stewart Island



Product Returns & Product Replacements

Accepting returns is at the discretion of EPNZ. 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.