



16 November 2018

Dear Valued Customer,

Ref: ARDEX Christmas/New Year Shutdown 2018/2019

As we approach Christmas, we hope that you have had a successful year and we would like to wish you every success for 2019.

In preparation for Christmas 2018, please be aware that ARDEX will be closing for business at midday on the 21st December 2018 and will re-open in Auckland and Christchurch at 07:30 on Thursday, 3rd January 2019. (Please note the Wellington Distribution Centre will remain closed until 07:30 on Monday, 7th January 2019.)

Consequently, we will be able to process orders during the morning of the 21st December but if these orders are required that day, these will need to be placed by 10:30 in the morning and collected before 11:45 that same day. For all orders that require delivery by ARDEX before close of business on Christmas Eve, please allow the normal delivery lead times as previously notified.

We will endeavour to process all orders received before 10:30 on the morning of the 21st but please note that our Distribution partner will be operating a reduced service during this period and will not be working the Public Holidays.

The on-line ordering service for our ARDEX Waterproofing Customers will continue to function during this period, but any orders placed will not be processed until the morning of the 3rd January 2019. However, we will be arranging for Customer Services and the Distribution function to commence work early on the 3rd so that these orders can be processed ready for collection from 07:30 onwards. (This will not include the Wellington Distribution Centre although any orders received will be processed and shipped from an alternative Distribution Centre during the 3rd January 2019.)

During the period 04 – 07 January 2019, any orders normally serviced from the Wellington Distribution Centre will be picked and shipped from the Christchurch Distribution Centre, so it will be necessary to allow 24 hours for delivery assuming the order has been placed before noon.

Finally, may I take this opportunity to thank you for your business in 2018 and wish you, your colleagues and your family good health and prosperity for 2019.

Yours sincerely

A handwritten signature in black ink, appearing to read "D Shepherd".

David Shepherd
Managing Director
ARDEX New Zealand Ltd

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