

CHEP is implementing a scheduled booking system

To improve your experience, we are implementing a priority service for pre-booked issues and returns of CHEP equipment from the **2 September 2019** at our **Penrose Service Centre**.

When requesting an equipment issue or return:

1. **Ensure orders are placed in myCHEP** before 1pm, a minimum of two working days prior to your preferred booking time.

For example:

- + For Wednesday issues or returns, the bookings need to be received by 1pm Monday.
- + For Monday issues or returns, bookings need to be received by 1pm Thursday; **and**

2. Email a copy of your order to CHEPNZPenroseServiceCentre@chep.com

- + Account number
- + myCHEP order number
- + Preferred time of collection or return

You will receive a booking confirmation by return email on the same business day your request is made.

Note: If your preferred time is not available, you will be offered the closest alternative.

Alternatively, please call our dispatch team on **09 582 1408** or **582 1400 option 1** with your account number, myCHEP order number and your preferred time.

Arriving at your pre-booked time

Use entry gate on O'rorke Rd, Penrose and enter the preparation bay when it becomes available.

Note: Should you arrive outside your allocated time, you will need to re-book or use the unscheduled time slots detailed below.

If you are unable to make your booked time, please contact dispatch on 09 582 1408 or 582 1400 option 1

Unscheduled issues and returns

If you do not have a booking, unscheduled issues and returns will be available between:

- + 6.30pm to 11.30pm Monday to Friday
- + 7.00am to 2.00pm Saturday and Sunday



If you have any questions or would like to provide feedback, please contact dispatch on 09 582 1408 or 582 1400 option 1