

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 **Wiri 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:
chepnzacklandservicecentre@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 **09 250 2085** with your account number, myCHEP order number and your preferred time.

Arriving at your pre-booked time

Use entry gate as usual on Nesdale Ave, Wiri 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 09 250 2085.

Unscheduled issues and returns

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

- + 12.00pm to 04.00pm Monday to Friday
- + 07.30pm to 10.00pm Monday to Friday
- + 12.00am to 05.00am Tuesday to Friday
- + 12.00am to 01.30pm Saturday



If you have any questions or would like to provide feedback, please contact dispatch on 09 250 2085.