



Ovato Retail Distribution Returns and Courier Post Ticket Information

Dear Retailer,

To follow are the 3 ways to get your returns back to us:

1. Arrange your own courier service.
2. Drop off at the Ovato Retail Distribution warehouse location (Auckland only, 122 Kerrs Rd, Wiri, Manukau. In between the drive way of Downer and the Ovato fence line there is returns slot, please place inside. If the envelope/parcel is too large please take into the inwards area, please ensure you wear a high viz. Please note do not drop into Ovato reception
3. By CourierPost using a "Ovato Retail Distribution Returns" ticket – purchased directly from CourierPost. (NB - You will be charged \$27 + GST for your book of tickets on your next Ovato Retail Distribution statement).

If you wish to use the Ovato Retail Distribution CourierPost tickets you will need to follow this process:

Step One: Call Courier Post to order a book of tickets 0800 COURIER (0800 268 743)
Choose Option 4 then Option 1.

Step Two: A Customer service rep should answer your call, they will ask you for an Account Number - please quote: "User Account Number - **91025737**". Proceed to order a book of "Ovato Retail Distribution Returns Tickets using Code" CPTGP (*there are 10 tickets in a book*).

Step Three: Quote **your** 6 digit Ovato Retail Distribution outlet/customer number. (***Do not*** use your 7 digit retailer number). You **will not** be issued tickets without this.
Provide your delivery address as the tickets will be couriered to you.

Step Four: Address and ticket your Ovato Retail Distribution returns parcels to the following physical address:
Ovato Retail Distribution Returns 122 Kerrs Road Wiri Auckland 2104

Step Five: Phone CourierPost (0800 COURIER (0800 268 743) to arrange collection of your returns.

Please Note:

- Process your returns forms on-line weekly at www.gordongotch.co.nz.
- One ticket per parcel up to 5 kg nationwide.
- These tickets are only for Ovato Retail Distribution Returns. Service may be suspended if we identify misuse of the courier account.