

Customer Service Offer

Order Process

Orders can be placed with Customer Services Centre via telephone, fax or email.

	Packaged lubes	Bulk lubes
Phone number:	0800 115 205	0800 115 205
Fax Number:	09 278 9158	09 278 9158
Email:	sales@alliedlubricants.co.nz	Bulklubes@alliedlubricants.co.nz
Accounts:	0800 115 205 or admin@alliedlubricants.co.nz	

Please include the following information with your order:

- | | |
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| <ul style="list-style-type: none">• Company Name• PO number / order reference• Ship to address• Contact person• Telephone / Fax number | <ul style="list-style-type: none">• Required delivery date• Product name / code / grade / packaging• Quantity / volume• Any other special instruction |
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To check the status of an order contact the Customer Service Centre on the numbers listed above. Any changes to an existing order should be communicated to the Customer Service Centre immediately by telephone.

Customer Service Centre Opening Hours

Monday to Friday:	8.00am to 5.00pm (NZ Time)
Saturday, Sunday & New Zealand Public Holidays:	Closed

Our Billing & Payment Procedures

Invoices are mailed or emailed to you after each delivery. If your preference is email, please provide details to the Accounts Team. Statements are issued at the end of each month and are mailed or emailed, typically within 2 working days of month end.

Information required with payment:

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| <ul style="list-style-type: none">• Customer name and account number | <ul style="list-style-type: none">• Duly completed remittance advice / payment advice |
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Note: Remittances assist to ensure accurate and timely application of payments and reduces account errors unnecessary problems.

Our Delivery Lead Time

In calculating the lead-time, the cut-off time for receipt of orders is 12pm (Midday)

For packaged product we endeavour to dispatch your order from the nearest facility within 1 working day of order placement if your order is placed before the cut-off time.

Bulk product dispatch other than monthly set runs are dependent on truck availability and will be negotiated at the time of order.

Product delivered to site requiring additional freight services, such as flatbed or hiab will incur freight charges to the value of what Allied Lubricants is charged by our freight provider

LUBRICANT GRADES	METRO DELIVERY LEAD TIME (GATE TO CUSTOMER)**			
	AUCK	WEL	CHCH	COUNTRY
METERED BULK	Route Day	Route Day	Route Day	Route Day
BULK EX-STOCK	5 Days	5 Days	5 Days	7 Days
PACKAGE EX-STOCK	1 Day	1 Day	1 Day	4 Days
Aviation	1 Day	1 Day	4 - 5 Days	4 - 5 Days

Note: This information is for general reference only and is subject to all applicable conditions.

Orders required in less than the standard lead-time may incur an additional charge if there is any additional costs. Refer to customer services representative for more information.

**Freight lead times are subject to change and depend on the route and type of product carried. Figures are indicative only.

For lead times on large orders (above monthly requirements), non-inventory or special products (ie. Special application / imported grades) consult your Sales Representative.

Delivery / Order Feedback & Inquiries

All customer feedback and inquiries on performance of your order / delivery should be directed to your Customer Service Representative on the contact numbers listed. They will record your feedback / inquiry and direct it to the appropriate party for resolution of the inquiry.

Technical Product Information

Visit our website www.alliedlubricants.co.nz or call the Mobil Lube Line on 0800 5825 69 (0800 LUBE NZ)

Product Returns

Please call the Customer Service Centre for any Product Return requests. The Customer Service Representative will advise on the policy and process. Alternatively visit our website to view full Credit and Return policy. **Ensure all deliveries are counted / checked before signing the delivery note, clean POD can result in your claim being declined.**

A restocking fee of 10% of order value will apply.

Out of Office Hours Emergency Order Contact

Please call your Sales Representative or phone the Customer Service Centre on 0800 115 205 and select the option to be put through to the after hours phone option.

If a customer requires an emergency order outside of our Customer Service Centre operating Hours, which requires the staffing and opening of a facility, an emergency order fee of \$400 + GST will apply.