FESTIVE SEASON OPERATING HOURS & ORDER CUT-OFF DATES

Dear Valued Customer,

Thank you for your continued trust, support and partnership. As the festive season approaches, we are pleased to share IXOM Australia's operating hours, order cut-off dates and delivery arrangements to help you plan your requirements and maintain continuity of supply.

Please review your upcoming requirements and place orders early. Our Customer Service Team is available to assist with order and delivery planning. To help us coordinate deliveries around your availability, please email your organisation's Christmas and New Year closure dates to **au.orders@ixom.com**.

Flavours and Fragrances Order Placement Cut-Off Dates and Deliveries

Flavours Order Received	Flavours Indicative Delivery *
On or before Monday 30 November 2026	Delivery on or before Thursday to 24 December 2026
From Monday 4 January 2027	Delivery week of 8 February 2027

Fragrances Order Received	Fragrances Indicative Delivery *
On or before Friday 11 December 2026	Delivery on or before Thursday to 24 December 2026
From Monday 4 January 2027	Delivery week of 18 January 2027

*** Expected despatch dates are subject to raw-material availability when your order is placed**

Customer Service and Order Support Operating Hours

Dates	Office Hours	Deliveries
Monday 21 to Wednesday 23 December 2026	Standard office hours	Standard deliveries
Thursday 24 December 2026	7.30 am to 4.00 pm AEDT	Limited deliveries; order cut-off: 10.00 am AEDT
Friday 25 December and Monday 28 December 2026	**CLOSED**	**NO DELIVERIES**
Tuesday 29 to Thursday 31 December 2026	7.30 am to 4.00 pm AEDT	Limited deliveries; order cut-off: 10.00 am AEDT
Friday 1 January 2027	**CLOSED**	**NO DELIVERIES**
Monday 4 January 2027	Standard office hours resume	Standard deliveries resume

Extended delivery lead times may apply during this period.
For support with planning your orders or deliveries, please contact our Customer Service Team:
Please phone: 1300 555 080 or **Email: au.orders@ixom.com**

Thank you for your trust and valued partnership throughout the year. We wish you, your colleagues and your loved ones a safe, relaxing and enjoyable festive season, and we look forward to supporting your continued success in 2027.
Warm regards,
IXOM Australia