IXOM NZ

CHRISTMAS AND NEW YEAR TRADING 2026/2027

Dear Customer

We would like to take this opportunity to thank you for your business throughout this year and wish all of you and your families a very Merry Christmas and a prosperous New Year.

Please find details below of our hours of operation during the Christmas and New Year period. To ensure uninterrupted supply through this busy period, please allow an additional two to three business days to your lead times and place orders as early as possible.

Please also e-mail your Christmas/New Year closing times to our Customer Service Department:

nz.orders@ixom.com

For your convenience, please find a schedule of our operations during the Christmas and New Year period.

Bulk Liquid Transport (BLT) Orders and Deliveries:

Dates	Office Hours	Deliveries
Monday 21st - Wednesday 23rd December 2026	Standard Office Hours	Standard Deliveries
Thursday 24th December 2026	8am to 12pm	Standard Deliveries
Friday 25th December 2026	**On Call Coverage Only**	**Critical Deliveries ONLY**
Monday 28th December 2026	**On Call Coverage Only**	Standard Deliveries
Tuesday 29th & Wednesday 30th December 2026	Standard Office Hours	Standard Deliveries
Thursday 31st December 2026	8am to 12pm	Standard Deliveries
Friday 1st January 2027	**On Call Coverage Only**	**Critical Deliveries ONLY**
Monday 4th January 2027	**On Call Coverage Only**	Standard Deliveries
Tuesday 5th January 2027	Standard Office Hours Resume	Standard Deliveries Resume

Please ensure that you contact our BLT Dispatch Team if you are planning a Production Shutdown or if you have any queries on:

blt.dispatch@ixom.com

Packaged Orders and South Island Chlorine:

Dates	Office Hours	Deliveries
Monday 21st - Wednesday 23rd December 2026	Standard Office Hours	Standard Deliveries
Thursday 24th December 2026	8am to 12pm	Limited Deliveries Order Cut off at 10am
Friday 25th December 2026	**CLOSED**	**NO DELIVERIES**
Monday 28th December 2026	**CLOSED**	**NO DELIVERIES**
Tuesday 29th & Wednesday 30th December 2026	Standard Office Hours	Limited Deliveries Order Cut off at 10am
Thursday 31st December 2026	8am to 12pm	Limited Deliveries Order Cut off at 10am
Friday 1st January 2027	**CLOSED**	**NO DELIVERIES**
Monday 4th January 2027	**CLOSED**	**NO DELIVERIES**
Tuesday 5th January 2027	Standard Office Hours Resume	Standard Deliveries Resume

During this time, please expect extended delivery lead times.

If you have any queries, please contact our Customer Service Team on:

Please phone: 0800 222277 or E-mail: nz.orders@ixom.com

Chlorine Deliveries - North Island:

Dates	Office Hours	Deliveries
Monday 14th December to Friday 18th December **Last chlorine run for the year**	Standard Office Hours	Standard Deliveries
Monday 21st - Wednesday 23rd December 2026	Standard Office Hours	**NO DELIVERIES**
Thursday 24th December 2026	8am to 12pm	
Friday 25th December 2026	**CLOSED**	
Monday 28th December 2026	**CLOSED**	
Tuesday 29th & Wednesday 30th December 2026	Standard Office Hours	
Thursday 31st December 2026	8am to 12pm	
Friday 1st January 2027	**CLOSED**	
Monday 4th January 2027	**CLOSED**	
Tuesday 5th January 2027	Standard Office Hours Resume	Standard Deliveries Resume

During this time, please expect extended delivery lead times.

If you have any queries, please contact our Customer Service Team on:

Please phone: 0800 22 22 77 or e-mail: nz.orders@ixom.com