



IXOM NZ

CHRISTMAS AND NEW YEAR TRADING 2024/2025

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 16 th – Monday 23 rd December 2024	Standard Office Hours	Standard Deliveries
Tuesday 24 th December 2024	8am to 12pm	Standard Deliveries
Wednesday 25th December 2024	On Call Coverage Only	Critical Deliveries ONLY
Thursday 26 th December 2024	On Call Coverage Only	Standard Deliveries
Friday 27 th and Monday 30 th December 2024	Standard Office Hours	Standard Deliveries
Tuesday 31 st December 2024	8am to 12pm	Standard Deliveries
Wednesday 1st January 2025	On Call Coverage Only	Critical Deliveries ONLY
Thursday 2 nd and Friday 3 rd January 2025	On Call Coverage Only	Standard Deliveries
Monday 6 th January 2025	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 16 th – Friday 20 th December 2024	Standard Office Hours	Standard Deliveries
Monday 23 rd December 2024	Standard Office Hours	Limited Deliveries Order Cut off at 10am
Tuesday 24 th December 2024	8am to 12pm	Limited Deliveries Order Cut off at 10am
Wednesday 25th December 2024	CLOSED	NO DELIVERIES
Thursday 26th December 2024	CLOSED	NO DELIVERIES
Friday 30 th December	8am to 12pm	Limited Deliveries Order Cut off at 10am
Wednesday 1st and Thursday 2nd January 2025	CLOSED	NO DELIVERIES
Friday 3 rd January 2025	8am to 3pm	Limited Deliveries Order Cut off at 10am
Monday 6 th - Friday 10 th January 2025	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 9 th - Friday 13 th December	Standard Office Hours	Standard Deliveries
Monday 16 th – Monday 23 rd December 2024	Standard Office Hours	NO DELIVERIES
Tuesday 24 th December 2024	8am to 12pm	
Wednesday 25th December 2024	CLOSED	
Thursday 26th December 2024	CLOSED	
Friday 30 th December 2024	8am to 12pm	
Wednesday 1st and Thursday 2nd January 2025	CLOSED	
Friday 3 rd January 2025	8am to 3pm	
Monday 6 th - Friday 10 th January 2025	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

Wishing you a very happy and safe festive season

From the Management and Staff at Ixom