IXOM AUSTRALIA
FESTIVE SEASON OPERATING HOURS 2026–2027

Dear Valued Customer,

As the year draws to a close, we sincerely thank you for your continued trust, support and partnership. It has been a pleasure supporting your business throughout the year. On behalf of everyone at IXOM, we wish you, your colleagues and your families a safe and enjoyable festive season and a prosperous New Year.

To help you plan with confidence, the schedule below outlines IXOM Australia's operating hours and delivery arrangements over the Christmas and New Year period. Our Customer Service Team is available to assist with planning your orders and deliveries throughout the festive season.
We understand the importance of continuity of supply to your business. Where possible, please place orders early and allow an additional one to two business days beyond standard lead times during this busy period.
To help us plan deliveries around your availability, please advise our Customer Service Team of your organisation's Christmas and New Year closure dates by email: **au.orders@ixom.com**

Customer Service and Order Support

Dates	Office Hours	Deliveries
Monday 21 – 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: 11.00 am AEDT
Friday 25 and Monday 28 December 2026	**CLOSED**	**NO DELIVERIES**
Tuesday 29 – Thursday 31 December 2026	7.30 am to 4.00 pm AEDT	Limited deliveries Order cut-off: 11.00 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 550 036 or 1300 555 080
Email: au.orders@ixom.com

Warm festive wishes from everyone at IXOM
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