

Dunedin Click and Collect Information

As we know, COVID is an ever-evolving situation and here at Trents keeping our customers and staff safe is our number one priority.

From this, we have made the decision to **temporarily close** our Dunedin Cash'n Carry and move to a Click and Collect service from **Tuesday 1st March 2022**. Customers will no longer be able to shop instore. We are doing this to manage and limit the risk of a potential COVID-19 exposure event.

Below is an outline on how our Click and Collect service will work.

How to Order

If you wish to shop with us via click and collect please email queries@trents.co.nz and include the following details:

Account Name:

Account Number:

Customer Name:

Phone Number:

Our Customer Service team will then email you back with a personalised order form. This form is specific and relevant to your previous purchases from your business.

Filling out your Order

When you have received your order form, please enter in the quantities you require for the relevant products you want to order, with a minimum order quantity of 6 items. Then email your completed order form to queries@trents.co.nz

If you want to place another order, just use the same order form and email to queries@trents.co.nz.

Pick Up Times

Once our Customer Service team has received your order form, they will advise an allocated time slot for when you can pickup your order (approximately 24 hours later).

Picking up your Order

When you pick up your from Dunedin Cash'n Carry, we will only be accepting EFTPOS as a form of payment (or charge if you already have a charge account). Please knock and wait outside for a staff member to meet you as you won't be allowed instore. When you arrive at the branch, please show your Trents Cash'n Carry card and we also ask you to adhere to COVID-19 safety protocols including wearing a mask and physical distancing.

For more information please call our Customer Service team on 0800 555 130.

If you are a delivered customer, deliveries are operating as per usual.

We want to thank you for your continuous support in these unprecedented times.

Take care and shop safely.

Nelson
2 Beatty Street

Christchurch
36 Orbell Street

Dunedin
17 Midland Street

Alexandra
24 Chicago Street

Invercargill
87 Etrick Street

Customer Service Phone 0800 555 130

Head Office 167 Main North Road, Private Bag 4705, Christchurch 8140

• **Phone** 03 353 8699 • **Email** queries@trents.co.nz • **Website** www.trents.co.nz