



*Wishing you and your families a safe and Happy Christmas*

## Support hours over the Christmas and New Year period

### Export Activity

To ensure your DTC wine exports aren't held in non-controlled environments during the disrupted Christmas/New Year period, our final export dispatch for 2019 is Sunday 15th Dec.

To minimize delays during this period, we will be dispatching our consolidated consignments to key export destinations during the latter part of the Christmas/New Year period. All exports will rapidly resume week commencing 6th Jan onward.

Our Export Warehouse will be open to receive deliveries until Tuesday 24th Dec and during all non-statutory weekdays between 24th Dec - 6th Jan.

### Support Office

Given the way the Statutory Holidays have fallen this year, and to ensure our team have some well-earned family time before the busy season kicks off again, our Support Office will close at midday on 24th Dec and will reopen on 6th Jan.

If you have any **urgent** requests/questions during this time, please call the support office and select the option to be put through to our after hours line. If your call is not immediately answered, leave a message and you'll be contacted as soon as possible.

It's been a privilege to support you with your DTC exports through 2019. We look forward to you keeping us super busy again across 2020.

**Your nzwinehome team**

