



## EMPTY PALLET RETURN PROCESS

### AHEAD OF TIME RETURN

1. Stack pallets in quantities of 10 to 15.
2. Label "Return to CEMIX PRODUCTS LTD."
3. Email this return form to [customerservice@cemix.co.nz](mailto:customerservice@cemix.co.nz)
4. Once this return form is received, we will arrange collection of the pallets
5. On return, the driver will provide you with a docket as a receipt for the return.
6. If the number of pallets returned has changed, please
  - Ensure that the docket states the updated quantity returned and
  - Re-email us to advise the updated quantity returned.

### ON THE SPOT RETURN – NORTH ISLAND ONLY

We now accept on the spot collection in the North Island.

1. On return of the pallets, the driver will provide you with a docket as a receipt for the return.
2. Please, then email the return form to [customerservice@cemix.co.nz](mailto:customerservice@cemix.co.nz), stating the correct quantity of empty pallets returned.

On receipt of pallets at our site, the credit will be applied to your account.  
The process should be completed within 14 days of receiving the completed form.

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## EMPTY PALLET RETURN FORM

Date:

Customer:

Contact Person:

Phone:

Email:

Number of Pallets:

Credit Request Reference (used as tracking reference):

*PLEASE SELECT ONE OF THE THREE BELOW OPTIONS:*

AHEAD OF TIME RETURN

AHEAD OF TIME RETURN – UPDATED QUANTITY (the number of pallets returned has changed)

ON THE SPOT RETURN (NORTH ISLAND ONLY)