

## **TASMAN LIQUOR PROCESS FOR CUSTOMER ISSUES**

**Order not received (Tasman)** – call Tasman customer services on 09 263 3940 (Auckland and mobile callers) or 0800 10 80 00. Our team will track the consignment via the Toll website and confirm the order is out for delivery. If there are any issues with the delivery we will need to contact the Toll customer services team and we will revert as soon as we receive a response.

**Claim Requests** – e.g. damages, incorrect product received, shortages, delivery fee credit requests. Please complete the form using the following link:

<https://app.smartsheet.com/b/form?EQBCT=567eb6c558904be9bf874db3938afa90>

You will receive a confirmation that your Claim has been received. This time frame allows us to complete an investigation with the carrier.

**Pricing queries** – please email [pricequeries@tasmanliquor.co.nz](mailto:pricequeries@tasmanliquor.co.nz) and you will receive a response within 48 hours. This time frame allows us to complete an investigation. Each store must state in the email their account number, invoice number and details of the price issue. Please use **your store name in the subject line**.