

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. We would expect to be able to provide an answer to the store within an hour of the request being sent to Toll.

Delivery issues – e.g. damages, incorrect product received, shortages. Please email claims@tasmanliquor.co.nz and you will receive a response within 24 hours. This time frame allows us to complete an investigation with the carrier. Each store must state in the email their account number, invoice number and details of the delivery issue. Please use 'your store name – delivery issue' in the subject line to ensure these issues are clearly identified.

Delivery fee credit requests - Please email orders@tasmanliquor.co.nz and you will receive a response within 24 hours. This time frame allows us to complete an investigation. Each store must state in the email their account number and invoice number. Please use 'your store name – delivery fee query' in the subject line to ensure these issues are clearly identified.

Pricing queries – please email 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'.