



10 International Square,
Tullamarine, VIC, 3043

(26.03.2020)

Dear Valued Customer,

In accordance with the updated government advice regarding COVID-19 as of the 25/3/2020 our office staff will be working from their home environment which has in turn created some changes to our usual procedures.

All communications will be conducted via email and orders are to be paid for via bank transfer only.

Once your order has been received and processed an email will be sent to you with freight added (if required) this confirmation email will tell you the amount owing, the approximate ETA of your order and the bank transfer details.

Please be aware ETAs may be up to 8-10 weeks depending on scheduling and orders already in place.

Our warehouse will be open for pickups, you will receive an email as soon as your order is ready to be collected.

Urgent emails can be sent to sales@synergypack.com.au please allow up to 48 hours for your email to be responded to.

We apologise for any inconvenience these changes may cause and appreciate your patience during these unprecedented times.

Synergy Packaging.