



FIS Pallet Collection Service

To return empty Winstone Wallboards / GIB® pallets please follow the process below. If you encounter any difficulties please inform your Winstone Wallboards Area Sales Manager.

Arranging a pallet collection

01. Once pallets are stacked ready for collection, phone Winstone Wallboards contact centre on 0800 475 475 or email to orders@gib.co.nz for your Winstone Wallboards reference number.
02. Give details of pallet quantities requiring collection, longest length pallet, where to collect and contact name.
03. Keep Winstone Wallboards reference number ready for driver collecting pallets.
04. If collection is not done within 5 working days please call 0800 475 475 for a reminder to collect.

Loading the pallet truck

05. The driver will complete a 'Merchant Pallet Collection Form', and needs:
 - Winstone Wallboards reference number.
 - Merchant Name.
 - Merchant Request for Credit number, if applicable.
06. Driver completes itemised form with total chargeable pallet costs.
07. Sign and print merchant rep name on form.
08. Your copy is the official receipt and needed for credit.

Credit request procedure

09. Email your copy of the 'Merchant Pallet Collection Form' to claims@gib.co.nz. You can also attach your own credit claim form.