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2 October 2023

Dear Business Partner,



Breville New Zealand – Customer Service Update

As we continue to refine and improve our service and support, to both you, our retail partners and our end customers, I would like to inform you of some changes in our processes to this end.

Retailer Support

Currently our business partners use the same phone number for customer service & support as do our end consumers' which can at times lead to a delayed response for your store staff. We have also identified that the needs of the two groups are quite different and specialisation from our end is also required to improve service levels. Therefore, moving forward, we will now have a dedicated "retailer only" phone number to improve the efficiency of how we handle your queries. The new number, effective October 9th will be:

New Retailer Support Phone: 0800 451 913 (effective October 9th)

Please ensure this new phone number is distributed across your store network. Our Key Account Managers will be communicating at head office level to support this, whilst our field sales team will also inform stores and provide reminders.

Customer / Consumer Support

The current number for customer support will remain the same; 0800 273 845. For consumer product support, technical queries and information on promotions this is the number that will continue to be used.

We thank you for your continued support of Breville and if you have any questions regarding these changes, please feel free to call me on 021 935 952.

As a final reminder, please remember that stores need to ring **0800 451 913** from October 9th to have any order information and product queries promptly responded to.

Kind Regards

A handwritten signature in black ink, appearing to read "Martin McManus". The signature is fluid and cursive.

Martin McManus
General Manager – Breville NZ Ltd

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