



To collect your goods from our Chester Hill warehouse, please follow the steps below carefully to ensure a smooth pickup.

Important Notes Before Collection:

- Please ensure your **retailer has confirmed** that your order is ready for collection.
 - You must bring the **official Otti Australia sales order number** with you. This number confirms that your order has been processed and approved for pickup.
-

Important Collection Guidelines:

- **Collection Hours:**
Monday to Friday, **9:00 AM to 4:00 PM** only.
- **Waiting Times:**
Please note there may be a **wait times of up to 1 hour** depending on how busy the warehouse is at the time of your arrival. For **larger or complex orders**, longer wait times may occur as these require additional handling and loading time.
- **Order Preparation:**
Orders **will only be packed upon your arrival with the required paperwork. Pre-packing is not available** unless specifically arranged and confirmed with Otti Australia at least 2 hours prior to collection.

Please note that failure to collect the order within 2 hours of the agreed collection time may result in additional handling or reprocessing fees.

- **Unscheduled Arrivals:**
Customers arriving **without prior confirmation or without a valid sales order number** may experience significant delays. Please ensure all paperwork is ready and approved before directing customers to collect.

We appreciate your understanding and patience during busy times. Our warehouse team is committed to processing every order as quickly and safely as possible.

Otti Australia Contact Details:

Address: 109 Orchard Rd, Chester Hill, NSW, 2162

<https://maps.app.goo.gl/oMJLfjTSV6TnoGUN9>

Contact: (02) 9772 1306

Collection Process:

Step 1: Check In at the Main Office

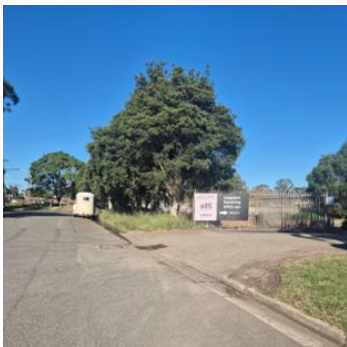
- Please arrive at our main office, located at: 109 Orchard Road, Chester Hill



- Present your **Otti Australia Sales Order number** and **name of the Retailer** to the office staff.
- You will be provided with the necessary paperwork for collection.

Step 2: Proceed to the Warehouse

- Once you have collected your paperwork, drive around to the warehouse loading dock at



- Door 1, located on the opposite side of the building.
- Upon arrival, ring the bell at Door 1 and hand the paperwork to our warehouse manager.

Loading Information

- Please ensure your vehicle has **adequate space and access** to allow safe and efficient loading of your goods.
- Our warehouse team will assist with loading where possible; however, customers are responsible for bringing **suitable vehicles** and **adequate assistance** if required.
- To avoid delays, please arrive prepared for loading and ensure your vehicle can safely access the loading dock area.

● We kindly ask all customers to treat our staff with courtesy and respect. **Abusive, aggressive, or inappropriate behaviour will not be tolerated** under any circumstances. Otti Australia reserves the right to refuse service to individuals who do not adhere to this policy.