

Operating Hours

End of Year Holiday Period 2023

We would like to take this opportunity to thank you for your business and support throughout 2023.

As 2023 draws to a close, we are sharing with you our operating hours over the holiday period to assist with your planning.

Holiday Operating Hours		Customer Support & Technical Support	Distribution Centres*
Thursday	21-Dec-23	7:30am-4:30pm AEST	8:00am-4:00pm
Friday	22-Dec-23	7:30am-3:30pm AEST	
Saturday	23-Dec-23	Closed	
Sunday	24-Dec-23	Closed	
Monday	25-Dec-23	Closed Public Holiday	
Tuesday	26-Dec-23	Closed Public Holiday	
Wednesday	27-Dec-23	8:00am-4:00pm AEST	8:00am-4:00pm
Thursday	28-Dec-23		
Friday	29-Dec-23		
Saturday	30-Dec-23	Closed	
Sunday	31-Dec-23	Closed	
Monday	1-Jan-24	Closed Public Holiday	
Tuesday	2-Jan-24	7:30am-8:00pm AEST (Business as usual)	Business as usual

*Distribution Centre operating hours are in the local time zone

What this means for you:



Order Placement and Delivery

Please note that the final day to place orders is on the 20th of Dec 2023. We are anticipating significant demand during this period. To ensure that we can meet your requirements, we highly recommend placing your orders as early as possible.

Our last day of deliveries is on the 22nd of Dec 2023. We will resume deliveries on the 2nd of Jan 2024.



Emergency Orders

From the 21st of Dec to the 29th of Dec 2023, emergency orders are available and will be serviced based on the limited holiday operating hours.

For urgent and emergency requirements, please call our Customer Support team - 13 73 28.



Business as Usual

Distribution Centres in Australia open for normal trading from the 2nd of Jan 2024.

Wishing you and your families a safe and happy festive holiday. We look forward to our continued partnership in 2024!

Need Support? We have multiple channels to provide you with the answers you need. Connect with one of our experts or access our range of information in our website.



Contact us via email:
customercare.au@se.com



Call us:
Customer Support 13 73 28



FAQ Support
Access an extensive knowledge database at <https://www.se.com/au/en/faqs/home/>

mySchneider

Self-service
24/7 self-service support is available from [mySchneider](https://www.se.com/au/en/faqs/home/)