

4th March 2025

Dear Valued Customer

Important Notice: Disruption to services from the Caroma Pinkenba Queensland Warehouse due to approaching cyclone

As we prepare for the approaching cyclone, the safety and well-being of our customers, team and community are our top priorities.

As a result, we have decided to enact a temporary closure of our Pinkenba site. Our QLD office will be closed from 4:30pm Tuesday 4th March and Warehouse will be closed from 12pm Wednesday 5th.

How this impacts you.

- Final Capital (SEQ Metro area) deliveries will be despatched Wednesday 5th March and there will be no further deliveries until Tuesday 11th March (pending severity and impact of the event)
- Final TGE (Regional deliveries have been despatched today (Tuesday 4th March) with no further deliveries until Tuesday 11th March (pending severity and impact of the event)

What next.

- Pending impact and severity of the event we anticipate opening the Warehouse on Monday 10th March with normal delivery operations to recommence from Tuesday 11th March
- Current orders in the system will be prioritised first to minimise impact
- All answers for your order and general enquiries are available on Caroma Trade (Stock availability, Delivery tracking, Pricing, Product information)
- Outside of Caroma Trade, If you have questions and wish to understand more during the temporary closure, you will be able to contact our customer service team on 13 14 16 7:30am – 7:30pm AEDT

As this remains a developing situation which we are closely monitoring, we will provide updates as they arise. These will be available on Caroma Trade [Caroma Trade | Your one destination for stock, pricing and more](#) Plumbers Hub [Caroma Plumbers' Hub | Your Easy Tool for Everything Caroma](#) and GWA Group [GWA Group Limited – Australia's leading supplier of building fixtures and fittings](#)

Yours Sincerely,

Allan Goodson
General Manager, State Sales, QLD