

3 September 2020

Myer and Amazon partner to launch a new parcel collection network for customers

- **Myer and Amazon partner to offer customers greater choice and convenience**
- **Partnership will strengthen and bridge online and bricks & mortar shopping experiences**
- **21 Amazon Hub locations will open in Myer stores at its well-established Click & Collect locations**
- **More customers to access Myer Click & Collect locations, and in doing so, access Myer's comprehensive range of products and in-store services.**

Myer today announced, in partnership with Amazon Australia, the introduction of Amazon Hub – a network of Amazon parcel pickup points that, from next Wednesday, 9 September 2020, will be located at the well-established Myer Hub counters in 21 of Myer's stores.

This new partnership in retailing combines the benefits of both the online and offline retail platforms; it provides Amazon customers with an alternative parcel delivery option; and an opportunity for them to access Myer's extensive range of products, renowned customer service and unique in-store customer experiences at the same time.

Shipping to an Amazon Hub location at Myer is safe and secure. Upon checkout on Amazon.com.au customers select the Myer store location most convenient for them as their delivery location. As soon as their parcel arrives, they receive an e-mail notification with a unique code to present at their nominated Myer store for collection. Customers then have seven days to collect their parcel from their designated store.

Delivery to an Amazon Hub at Myer is available for millions of items sold on amazon.com.au, it works with Free Expedited Delivery and Standard Delivery, and is available to Amazon Prime customers at no extra cost.

This service is in addition to Myer's full range of products across various categories including; fashion, beauty, home and toys that are all available 24/7 through myer.com.au, with a Reduced Free Delivery Threshold, and a Click & Collect service available at all 60 stores nationwide.

There are plans to expand Amazon Hub into further Myer stores pre-Christmas, including Myer's regional store locations, providing additional convenience to Australians around the country.

Myer's Chief Customer Officer, Geoff Ikin said:

"This partnership is about combining our services to create greater convenience for our customers. It's solution led thinking for time poor customers, who can access Myer's great range of services and brands that we believe Amazon customers will take advantage of when collecting their parcel. So for the customer, for Myer and for Amazon it's a win-win scenario.

"Additionally, given the current restrictions that Australian's are experiencing, and with many customers rightly concerned about multiple trips to fulfil their shopping needs. Myer is uniquely placed to offer easy access and parking, and a safe environment where customers can shop our range of products and services, as well as now collect their Amazon purchases at 21 selected locations.

"This will mean more customers coming into store, more regularly, to collect their Amazon parcel, or Myer purchases, and whilst there taking advantage of in-store services, such as beauty services and cafés– truly offering a one-stop-shop that integrates the online and offline worlds.

"Our Click & Collect counters are a one-stop-shop for many services in addition to collection or drop off, customers are able to buy gift cards, create a registry, return items, speak with a dedicated team member or pick up their purchase. This partnership enhances that offering, increasing convenience for both our customers."

Amazon Australia's Director of Operations, Craig Fuller said:

"Since launching Amazon.com.au in 2017, we've committed to making e-commerce rooted in low prices, vast selection, and convenience a part of everyday life for Australian customers.

"We're excited now to partner with one of Australia's most well-known and trusted retailers, Myer, to provide customers around Australia with new and alternative delivery locations for their orders. Not only does it provide our customers with more control, but it enables them to enjoy a quick and simple pickup experience at Myer's network of conveniently located stores.

"Amazon Hub will allow Myer customers to order from a catalogue of millions of products on Amazon, and have them ready for collection at Myer's well-known store locations."

ENDS

Notes to editors:

Amazon Hub launched in Australia in November 2019. In addition to Myer stores, Amazon Hub is available in hundreds of locations in New South Wales, Victoria and Queensland. For more information on Amazon Hub, or to find a location near you, visit amazon.com.au/Hub.

Myer's 21 Amazon Hub store locations:

NSW: Sydney City, Bondi Junction, Chatswood, Warringah, Macquarie, Parramatta, Castle Hill, Roselands;
VIC: Melbourne City, Highpoint, Doncaster, Chadstone, Southland, Geelong; QLD: Brisbane, Chermside, Carindale, Pacific Fair, Maroochydoore; SA: Adelaide; WA: Perth

Media assets:

To download high resolution **images**, **overlay footage** (filmed in Sydney) of a customer experiencing Amazon Hub at Myer, and **video grabs** of Myer's Executive General Manager Supply Chain, Tony Carr, and Amazon Australia's Director of Operations, Craig Fuller, click [here](#).

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About Amazon

Amazon is guided by four principles: customer obsession rather than competitor focus, passion for invention, commitment to operational excellence, and long-term thinking. Customer reviews, 1-Click shopping, personalised recommendations, Prime, Fulfilment by Amazon, AWS, Kindle Direct Publishing, Kindle, Fire tablets, Fire TV, Amazon Echo, and Alexa are some of the products and services pioneered by Amazon. For more information, visit www.amazon.com/about and follow [@AmazonNews](#).

About Myer

Myer operates 60 department stores across Australia, as well as myer.com.au, and with our team members, we are committed to being Australia's favourite department store. Our merchandise offer includes core product categories: Womenswear; Menswear; Childrenswear; Beauty; Homewares; Electrical Goods; Toys and General Merchandise. The majority of Myer's operations are in Australia and encompass Myer department stores, sss & bide and Marcs and David Lawrence (MDL). In addition to our Australian operations, we have sourcing offices located in China and Hong Kong. Myer's online business is a significant asset that continues to deliver strong growth, now representing our largest store by sales.