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17 November 2026

Dear Valued Customers,

Thank you for choosing and ordering our products, Precise Thick-N INSTANT, Enprocal, Enprocal Repair, and the IDDSI syringes, via the Precise STORE. We truly appreciate your support.

We're writing to let you know that the Precise STORE (store.precisethickn.com.au) will be closing and accepting *last* orders on Monday 14th December 2026. From then on, all Precise products will be available through our trusted distributor partners, who can supply you locally and often with lower freight costs.

Previously, we've completed weekly picking and dispatching for orders. Unfortunately, we can't continue with this frequency. Between now and 14th December, we will be moving to a dispatch timeline of between 7-14 days.

If you would like to request a credit on any *existing* orders that have not yet been dispatched, please email us as soon as possible.

Key dates

- Thursday 19th November 2026: allow 7-14 days for picking and dispatching orders
- Monday 14th December 2026: last day to order on the Precise STORE
- Friday 18th December 2026: final orders dispatched

The products you rely on are still available – to find a distributor near you, visit our Where to Buy page: Where to Buy – Precise Product Distributors Worldwide

We're here to help. If you have any questions, please call us on 1300 844 256 or email orders@precisethickn.com.au.

Thank you again for your ongoing support, and we look forward to continuing to help make people's lives better.

Kind regards,

Peter Moore
General Manager, Sales & Marketing
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