

Retail | New Zealand | Lockers For Growth

How Mitre 10 cut pickup wait times with 24/7 BOPIS lockers

Standard and oversized compartments cover more than 45,000 products, from paint cans to ladders, open around the clock in the store vestibule.

CLIENT	LOCATION	SECTOR	LOCKERS	RESULT
Mitre 10	**New Zealand**	**Home improvement and trade**	**Standard plus oversized, 24/7 access**	**Installed ahead of deadline**

The challenge

Mitre 10 is New Zealand's home of DIY and trade, with more than 45,000 line items and high product turnover.

It wanted to cut wait times for online orders without losing its in-store service, using buy online, pick up in store (BOPIS) lockers that could take anything from screws to a ladder.

What we built

Alongside our standard compartment sizes, we designed a large two-compartment cabinet for long and bulky items such as ladders and lumber.

To meet a tight install date, we expedited manufacturing and freight and had the lockers in place ahead of the deadline. They sit in the store vestibule, so customers can collect 24/7.



The results

Pickup for every product size, around the clock

45,000+

Products covered by standard and oversized compartments

24/7

Pickup from the store vestibule, even after closing

Offering pickup for products of every size?

We can walk you through how Mitre 10 set it up.

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