

NZ Post confirms changes to urban retail store network

27-01-2026

The changes will help to ensure its urban retail network has the right number of stores with the right service offerings in the right locations. The move will see fewer stores, that offer a better experience and are better able to handle the volume of parcels that customers are sending and collecting from stores. NZ Post is not initiating any changes to rural stores at this time.

The recent update to the Deed of Understanding, an agreement between NZ Post and the Government, reset the minimum store requirements for the first time since the 1980s. This enables NZ Post to adapt its retail network to keep pace with what matters most to customers and deliver the services they now expect.

NZ Post General Manager Consumer Sarah Sandoval says the current retail network is much bigger than is required for today's mail volumes. "While these changes will see NZ Post remove services from 142 urban retail partner stores nationwide in 2026, the remaining network of 567 stores will still be significantly larger than any New Zealand supermarket or bank branch network. In fact, 90% of Kiwis living in urban areas will still be within 4km of an NZ Post store."

"A lot has changed since the 1980s, when our minimum store requirements were last set. Customers now rely far more on NZ Post stores for collecting and sending parcels

compared to letters. The retail network needs to be rebalanced to better suit the way customers use our products and services today and into the future. We've carefully assessed customer and network data and engaged with our retail partners to understand where changes make sense, while maintaining access to the right mix of services in communities."

As part of this transformation, NZ Post will upgrade some of its own stores and introduce new retail hubs designed to reflect how Kiwis send, receive, and access services today. These hubs will bring multiple services together in one convenient location, making it easier for customers to access what they need in a single visit. They will feature modern, customer-friendly spaces designed for parcel sending, collection and returns. Two hubs are already open in Newmarket and Hardinge Street in Auckland, with Christchurch and Palmerston North set to follow in the first half of 2026, with more locations planned across the country.

Communities can find out what's happening in their area on our website at nzpost.co.nz/store-changes, and local timelines will be communicated well before any change in each area. "We encourage customers to visit our website and check for information in store to learn more about changes in their local area, and how to access NZ Post services nearby," says Sandoval.

"Over time, these changes will help us operate in a more sustainable and commercially responsible way, which is essential for ongoing improvements to stores, services and overall customer experience," says Sandoval.

Source: [NZ Post](#)