



**1 Riverwalk Business Park
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22 May 2020

Dear Customer

COVID-19 UPDATE

We are following government guidelines to ensure the safety of our staff and customers in these difficult circumstances.

We remain open at this time, the majority of our staff are working from home, and we have a skeleton staff working at our warehouse.

Deliveries are running smoothly at this time. Our couriers are still operating normally though we would ask for your understanding if there are any minor delays.

We currently have good stocks of most products and are doing everything we can to ensure we have on-going availability over the next few months.

Whilst our sales counter and offices are closed to all visitors, we are now offering a Click & Collect service for local customers. All orders, without exception must be placed in advance and paid for prior to collection and it is imperative that social distancing rules are observed at all times.

Courier deliveries/collections and trade collections continue as normal though we will of course be acting responsibly in view of social distancing guidance.

If you have any specific future requirements or need additional stock information, please call us on 0800 310 2100.

Rest assured we will be doing everything we can to maintain a normal service in these difficult times and will follow the government guidance. We will update you should any of the above change.

Yours faithfully

A handwritten signature in blue ink, appearing to read 'Mike Field', is positioned above the printed name.

Mike Field
Managing Director