



**1 Riverwalk Business Park
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Dear Customer

COVID-19 UPDATE

As lockdown restrictions are eased, MDS will continue to follow the government guidelines to ensure the safety of our staff and customers in these difficult circumstances.

We remain very much "open for business" - our sales counter and offices are closed to all visitors but all on-line and telephone orders continue as normal as does our popular Click & Collect service.

Our North London warehouse continues to function as normal for goods-in deliveries, courier/postal/pallet despatch and Click & Collect orders.

Delivery services are running smoothly at this time. UPS have temporarily suspended their guarantee of next-day delivery but most orders are still arriving on time. Pallet and postal deliveries are operating normally. We would ask for your understanding if there are any minor delays that are out of our control.

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

Our Click & Collect service for local customers has proved popular and will continue to operate as before. All orders, without exception, must be placed in advance and paid for prior to collection. When collecting please do not enter the building and be sure that social distancing rules are observed at all times.

If you have any queries 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

Mike Field
Managing Director