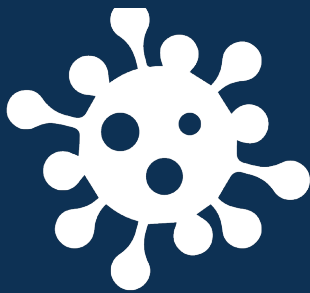


## We are Open as Usual

Our Plan to Safely Fulfil Orders:

- Normal Flexible Delivery Service Maintained in-line with Customer Demand
- Additional Support with our Customer Collection Service



**COVID-19**  
Coronavirus

Update: January 2021

# We're Open as Normal

## Safely fulfilling orders with our current delivery schedule

With the current restrictions in place, we will continue to deliver and fulfil orders and meet customer demand through our normal delivery services.

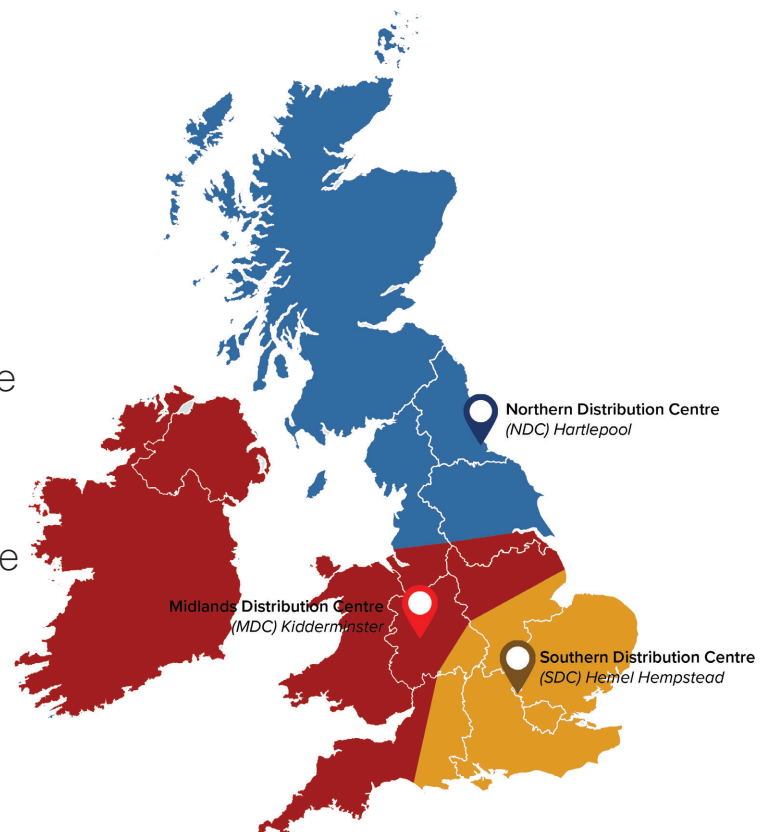
## Flexible Delivery Service Maintained in-line with Customer Demand

Our existing delivery services will continue to work to our existing schedule. This will continue as long as there is sufficient customer demand in the area. The levels of demand will be monitored on a regular basis and may be subject to change at any time. We will of course inform any customers this affects as soon as we can.

## Additional Support from our Customer Collection Service

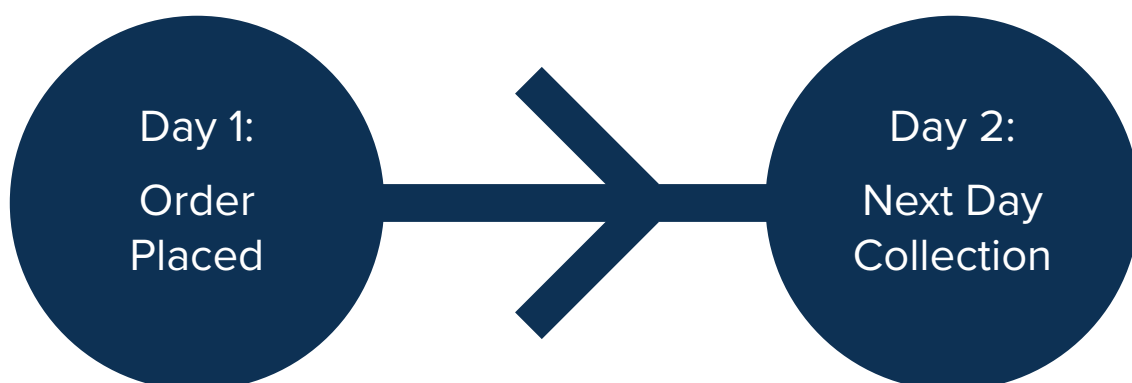
In addition to this we will be offering our Customer Collection services. These services proved very popular during previous lockdowns and helped both ourselves and our customers continue to move forward.

These collection services are available from our Distribution Centres across England in Hartlepool, Kidderminster and Hemel Hempstead to help as many customers across the entire UK meet customer demand.



## Customer Collection Service Details

- Retailers are still able to place orders by calling our Hartlepool Sales Office. We can also check stock availability and answer any other queries you may have.
- Pending payments will be taken by our Accounts team on the day of ordering.
- Following any orders placed, our team will allocate a 30minute timeslot in which you can collection your order. This timeslot must be adhered to and the collector must have the relevant paperwork and order number for reference.
- This process will work on a 'order today, collect tomorrow' basis, so please bear this in mind when placing any orders.
- If stock is not available at the Collection point, you will need to allow transit time of up to 48hours.
- The cut off time for placing your order for collection the next day is; 4pm each day.
- Collection times will range from 9am to 3:30pm.
- Where same day collections are possible, they must first be agreed with ourselves and will only be accepted with a minimum of 1 hours' notice.
- All customers collecting orders, must wear the appropriate PPE including masks/face coverings and remain in your vehicle until the order is being loaded.
- Failure to arrive on time may result in waiting in a queue.
- Customers must ensure they have the order number / bales they are collecting.



All Customers must wear the correct PPE & bring the relevant paperwork to Collect

Stay Alert > Control the Virus > Save Lives

## Contact Us

If you would like to contact us regarding Collections or any other company update, simply get in touch with your local Sales Rep (details available on our website), or contact us using the below;

Hartlepool Sales Office: 01429 892500 [sales@carpetlinedirect.co.uk](mailto:sales@carpetlinedirect.co.uk)

Director: Nick Finlay 07976 741575 [nickfinlay@carpetlinedirect.co.uk](mailto:nickfinlay@carpetlinedirect.co.uk)

## Correct PPE

This service can only be provided to those who adhere to the correct PPE guidance. All customers making collections must wear their own PPE at all times whilst on site including gloves, face masks/face shields and eye protection. Failure to wear the correct PPE will result in refusal to the site.



PPE will be worn  
whenever outside  
the vehicle



2m social distancing  
should be practiced  
at all times  
please

Our teams will be onsite to help guide customers where required and answer any queries you may have.

**Stay Alert > Control the Virus > Save Lives**

[www.carpetlinedirect.co.uk](http://www.carpetlinedirect.co.uk)