



**Wednesday 18/3/2020**

**To our valued customers,**

We want to personally reach out to let you know about South Coast Windows & Doors ability to continue providing quality service and the actions we are taking in response to concerns about COVID-19 (Coronavirus). As the situation continues to evolve, the health and safety of our customers and employees remain a top priority as does our commitment to serving customer needs.

We are in the process of providing information to our staff in relation to taking precautions against exposure to the Coronavirus.

### **Continued Service and Support**

**We are currently continuing normal business operations at South Coast Windows & Doors.** We will provide you with updates should the necessity arise. Please refer below for the procedures we will be putting in place to minimise exposure to the Coronavirus:

- If you have an installation scheduled and are currently experiencing any symptoms such as fever, runny nose, sore throat and cough, or are currently in Self Quarantine, we request that you notify us immediately. We will work with you to discuss your individual situation and possible resolutions.
- We will be contacting customers the day before their bookings are scheduled to confirm with customers that they are not experiencing any of the Coronavirus symptoms. Should we be unable to reach a customer by phone or email, we may need to consider rescheduling the job.
- We request that should you plan to visit our office/showroom, you consider whether the matter is something that can be handled via email or over the phone.



- Our staff currently have access to hand sanitiser and anti-bacterial wipes, however, we cannot confirm that we will be able to source additional supplies when the need arises.
- For the health and safety of our staff, we will not be allowing anyone into our workshop except suppliers as the need arises.

### **Supply Chain and Orders Update**

We are not currently experiencing any material/product shortages from our suppliers, however we cannot say whether or how long this will continue to be the case. Should a supply interruption arise, we will provide you with an update should it impact your order and whilst we appreciate this may cause inconvenience, we ask for your understanding and support.

Please contact us if you have any questions or would like additional information.

**Thank you for your continued support.**