



## **Barrow Clark – Delivery Procedures During COVID Pandemic**

Please do not be offended by these general questions and scenarios. All of this is for the protection of our most valued customers and staff.

**On organising, booking and on commencement of Fitting and Deliveries; customers will be asked as many of these questions as possible/suitable. This is not an exhaustive list, but a guide to give you and us reassurance during this time. The safety and well being of both customer and service provider is the responsibility of us all.**

- Have you or anyone in your property are/have been ill/have/had symptoms in the last 14days? If yes, we must follow Government Guidelines and would either need to only deliver the furniture to the door/outside the property. Or re-arrange delivery at least 14 days after the symptoms have passed.
- If after arranging a delivery or fitting you do develop symptoms or are ill, please contact the Shop on 01271 323322/email [sales@barrowclark.com](mailto:sales@barrowclark.com) to postpone your delivery or to arrange a drop off service only.
- If any of our fitting or delivery team suddenly have symptoms or feel unwell, then we will postpone the delivery. Your patience and understanding in this eventuality is appreciated as we do not like to cancel deliveries or fitting, but will put your safety first.
- Are customers at any increased risk or shielding? If so – is this delivery necessary and can it be postponed to another time?
- Customers are politely asked to remain out of the way of all deliveries and fitting that require delivery or fitting inside of the property.
- Staff will be wearing and using PPE equipment but distance must be kept at all times.
- Customers are to ideally make access to the room of choice clear by opening doorways and removing any items in the way ahead of time.
- We would greatly appreciate and kindly ask that rooms to be cleaned and wiped down before we deliver
- We kindly ask that rooms are ventilated before and during delivery where possible. (i.e. opening of doors and windows)
- We kindly ask that customers would have wiped down door handles before our arrival and would encourage customers to wipe them down on our exit.

- Furniture or fitting can happily be inspected once we have completed the delivery and the delivery team are outside the property. Customers are then encouraged to communicate with the delivery or fitting team at a 2 meter distance outside of the property. If there is any questions, concerns or issues with the delivery or fitting, then after this outside communication the team can re-enter the property and address the issue BUT with the customer remaining out of the room. Common sense must be used in these situations.
- We will be offering a restricted, chargeable, collection and disposal of old furniture service with the Delivery and Fitting team reserving the right to reject collecting goods on safety and hygiene grounds. Please do not be offended if this happens to you and please be understanding that our delivery team and fitters have families that they are shielding. Where items are not collected, a refund will be given of any agreed disposal charge.
- We ask before and on delivery whether any agreed furniture has been used by persons who have been ill or had symptoms in the last 14days and if so we respectfully decline the collection and disposal of these items for the well-being of our team and their families.
- Where possible, we ask that customers wrap agreed and paid for items to be collected by our team. It might be possible for us to supply bags when we arrive and it would be good for customers to help wrap goods to be taken away.
- The Delivery and Fitting Team will always do their best to fulfill all elements of the agreed delivery and collection, but we reserve the right in the interest of health and safety to amend our services and not take old furniture or flooring away.
- Following Government Guidelines on hand washing, we would be grateful for our fitters and delivery team to be able to wash their hands at customer properties. Staff are provided with PPE including hand gel and gloves. But there still might be instances when we would ask for your help and understanding by allowing us to use your facilities. We would wipe down with hygiene wipes after, but encourage you to do the same.

We are fighting this horrible virus together. We care about you as our customer and we care about our colleagues and families. Mutual respect and understanding is greatly appreciated and we thank you for your cooperation. If you have any concerns about your delivery or fitting – please speak with the Shop Team before the date of delivery/fitting. Or speak (at a 2metre distance outside of the property) with the delivery/fitting team.

Thank you, Barrow Clark Team June 2020