



## COVID-19 - IMPORTANT CUSTOMER INFORMATION

**Current at: 7th April 2020**

**Current Status: Open for business 8.30am - 5.00pm.**

Dear Customer,

We would like to update you on our current status and the actions we are taking to best protect the wellbeing of our staff and customers during this COVID-19 outbreak. We assure you that we take our responsibilities very seriously and are closely monitoring and following Government advice and guidelines to best support the objective to limit the spread of the disease.

### **ORDERING:**

Our external sales staff have been furloughed therefore all sales enquiries should be directed to the sales office on 01707 334840 or by email to [sales@barco.net](mailto:sales@barco.net)

### **CUSTOMER DELIVERIES**

**Open between 8:30 and 17:00:** We are operating our Next Day Van and Carrier delivery service.

**Customers Closing Before 1pm:** We can offer the following options:

**Collection:** Orders can still be collected from our premises. Collections should be organised with our sales office at the time of ordering.

**Timed Carrier Delivery:** The full cost of carrier deliveries will be confirmed when an order is placed.

**Carrier Delivery Costs are as follows.**

UK Mainland Ex-Scottish Highlands	1-20 Kg's Per Consignment	21-50 Kg's Add per Kilo	51-100 Kg's Add per Kilo	101 Kg's+ Add per Kilo
Pre 10am	£15.95	0.30p	0.32p	0.34p
Pre 12pm	£9.95	0.25p	0.27p	0.29p

**Residential address deliveries:** An additional charge of £1.95 will be added to the above listed charges for each consignment.

**IMPORTANT Missed Delivery Slot Charges:** Barco are unable to absorb these charges therefore when agreeing a carrier delivery charge, you are also accepting that charges for missed delivery slots and re-delivery attempts will be invoiced to your account.

We assure you that Barco will keep costs to a minimum and will not profit from Carrier charges.

Through this very difficult period of reduced operations and increased demand we will continue our endeavour to do our best to remain open and to ensure that our high levels of customer commitment and service are met.

Finally, I would like to thank you for your continued support during this extremely difficult time, we are all in this together and we will do our best to offer you the same support in return. Please contact us for advice.

Stay Safe

Paul Barrow

Managing Director