

FROM JANUARY 5TH 2021



Following the recent government announcement, our Kitchen & Bathroom showroom is currently closed.

Our Trade Counter is still open as usual.

MONDAY - FRIDAY
08:00 - 17:00



We must ask that face coverings are worn before entry.



Please follow our one way entry system and use the provided hand sanitising stations.



If possible, call ahead in the week to limit contact time and long waits.

Thank you for your cooperation during these times.

01395 571000 | info@fords.co.uk

Coronavirus Update - 5th January 2021

Customer appointment and engineers visits

Fords South West Ltd are continuing to work hard to maintain the service we provide to our customer; whilst continuing to take additional precautions to help protect staff, our customers and the wider community.

Please help us to keep our services as normal as possible through this difficult time and please let us know if you or any other member within your household are;

- Have recently returned from an area affected by the outbreak
- Are feeling unwell or showing symptoms of the virus (please inform us and we will contact you in 14 days; time from the date you advice the office, to rearrange the appointment)
- Self-isolating
- Shielding
- Tested positive for the COVID-19 virus

You can either contact us by telephone on **01395 571000**, alternatively send an email to **info@fords.co.uk**. You do not need to go into any detail with the office, just simply advice you are self-isolating.

What to expect on the day of your appointment?

We kindly ask for you to contact the office prior to your appointment date where possible, at the latest the day before if the appointment isn't convenient.

The office may contact you on the day of your appointment, to confirm you are still happy for us to attend and there are no symptoms of the virus in the household and that the visit is still convenient. However, if you would prefer the appointment is put on hold until further ease of the lockdown, please kindly inform the office at your earliest convenience.

An engineer will knock on your door, allow an approximate 1-2 meter distance for you to open the door, and they will be wearing a face mask, as well as provided with antibacterial wipes and gloves. We kindly ask that you ensure you **isolate yourself away from the engineer's workspace and go into another room whilst the engineer is working, to avoid as little contact as possible.**

If you have any questions about the engineers visit, or would like more information on our updated health and safety procedures due to COVID-19, please do not hesitate to contact the office.

