

## **DELIVERY INFORMATION**

Dear Valued Customer,

Following the current Coronavirus situation, We are working tirelessly to continue to provide a good service and look after the welfare of our staff. Taking into account advice from the Government and PHE our revised procedures for deliveries which require a signature are as follows:

### **Deliveries to Business Premises**

- Ask where they would like you to place the parcel maintaining a 2-metre distance from business staff wherever possible.
- Explain that because we are taking extra precautions over Coronavirus, we do not require a signature.
- Ask the recipient's name and enter into the surname field.
- Enter CV into the signature field.

### **For Deliveries to residential addresses**

- Place parcel on doorstep.
- Knock door.
- Step back two meters.
- Explain to occupant that due to extra precautions over Coronavirus we will not requiring a signature,
- Ask their name and enter into the surname field.
- Enter CV into signature field.

These procedures are designed for the benefit of both the delivery driver and the consignee.

In addition to this, in order to ease some pressure on our delivery Network and drivers, the pre 9am service has been temporarily suspended. All other timed delivery options remain available.

Obviously, this is a fast-moving situation and we will keep you informed of all developments as swiftly as possible.

Sincerely,



Richard Bland  
Towelrads Ltd



T: 01628 625 367  
F: 01628 659 520



**Queensgate House, Cookham Road, Bracknell, Berkshire, RG12 1RB**  
Towelrads is a trading name of Towelrads.com Ltd. Company No. 4906064.  
Company VAT Reg 245 4415 16.



[www.towelrads.com](http://www.towelrads.com)  
[info@towelrads.com](mailto:info@towelrads.com)