



HEALTHY & SAFE
WINDOW STYLING ASSURED
AMID COVID-19 OUTBREAK

Dear Customer we understand that this is a worrying time due to the current Coronavirus situation.

We take you and our employee health very seriously. So we have created an emergency working practice to best ensure both customer and staff safety. As we manufacture all of our products, we have already implemented the following manufacturing procedures.

1 WHERE YOUR BLINDS ARE MADE



Every workstation will be cleaned after every employee is replaced at that location.



Every employee will wash hands for no less than 20 seconds after every break.



All handles and common touched areas will be cleaned 3 times a day.



Any member of staff with cold like symptoms will not be allowed into work and will be required to self isolate for 14 days.

2

AT YOUR HOME



We want to deliver our choose at home service as safely as possible, so please let us know if you are self isolating. Our customer service team will ask you on confirmation of home visit appointment and to be on the safe side our sales teams will also ask everyone they are visiting if they are self isolating, so please don't be offended if you're asked.



Any member of staff with cold like symptoms will not be allowed into work and will be required to self isolate for 14 days.



We will not shake your hand (hope this does not cause offence) upon meeting you.



Our advisors will carry hand sanitiser and ask every customer to wash hands before browsing our pattern books.





Our advisors and installers will wash hands before and after every visit or installation.

They will wash hands for at least 20 seconds after every break.



We will sanitise all our card payments machines and tablets (where you sign to accept order) before and after every use.

All vehicles will be cleaned and sanitised on a daily basis.



Our policy may change as professional advice becomes more clear. Feel free to contact us if you have any suggestions regarding this matter.