

Kiwi Timber Supplies is currently operating under the Govt COVID-19 guidelines and is doing everything practical to avoid unnecessary risk to our team, customers and the community.

### **We are alert level 3 ready**

Our operating process has changed significantly, we will be enforcing physical distancing and ask that you follow the instructions from our team and eliminate physical contact.

### **Covid register**

It is now mandatory that you sign in using our QR code or fill out the manual register which will be displayed outside the electric doors by the shop when you enter our premises.

### **Sales**

- There will be no walk-up sales.
- To place an order you must either: phone, email or order online
- Orders must be paid using your account, online banking, via our website or credit card over the phone which will incur a 3.5% surcharge.
- No cash or EFTPOS transactions will be accepted during this time
- Courtesy trailers will not be available
- Hire tools will not be available
- If an order has been placed online we will phone you to confirm a delivery date and time. This may be between 1-5 working days

### **Delivery**

- All our deliveries will be contactless
- We will be following customers Covid-19 protocols if we are delivering to your site. Please let the driver know your requirements.

- You must ensure there is always a 2-metre distance between you, our delivery driver and vehicle.
- Face masks must be worn if you are communicating with the driver, this is mandatory for both the customer and delivery driver.

### **Click & collect**

- Once an order has been placed online, email or over the phone we will phone you to confirm a collection time and date. This may be between 1-5 working days
- You must phone the office on 07 8473443 when you arrive in the yard and remain in your vehicle until advised it is safe to exit and collect your order from the allocated location
- When exiting your vehicle you must ensure you maintain a minimum 2 metre distance from any team member or other customer

### **Product returns**

We will not be accepting any product returns during Level 3. If you have any questions please contact our sales team

Thomas Cox                    029 773 1757

Ryan House                    027 561 1744

Office                            07 8473443