



FURNITURE MEDIC®

How We're keeping our customers safe

Please read the following information and follow the guidance when we are visiting you. It has never been more important for us to work together to keep our distance.



If you or anyone in your household is self-isolating or showing any symptoms of being unwell, please make us aware so we can re-arrange the visit.

It has never been more important for us to work together to keep our distance. We're working hard to protect you and our colleagues - please help us to do so by following the guidelines in place.

Due to the social distancing guidance, we've had to change how we operate slightly:

- During the visit we will respect Government 2 metre social distancing guidelines from the moment we knock on your front door
- Please stay in another room whilst we are repairing or collecting your furniture. This isn't us being rude, but we need your help to maintain social distancing
- We will no longer ask you to sign our paperwork and instead will now be asking for verbal confirmation that you are happy
- We kindly ask that you pay by BACS/bank transfer if possible. If you are not able to pay by BACS/bank transfer, please let us know so we can make alternative arrangements

What are we doing? We are taking extra hygiene precautions which will include:

- Wearing face coverings in accordance with government guidance
- We will try to minimise the amount of equipment we bring into your home. Where possible we will leave our larger equipment outside
- We are washing and sanitising our hands more regularly, and will do so before and after each job

Thank you for your co-operation during this difficult time.