









CUSTOMER GUIDANCE

You have requested collection/delivery from/into your home. Due to the Coronavirus (Covid 19) pandemic, we are undertaking furniture collections/deliveries on a managed access basis. Please see below guidance in relation to your move:

-  Should you or a member of your family/household show symptoms of Covid-19 prior to your move or have been in contact with someone who has shown symptoms or tested positive to Covid-19, we would ask you to contact us.
-  We have asked our crew not to shake hands when introducing themselves, so please don't be offended. This is to help protect you and our crew during this time.
-  Our crew have been provided with hand sanitizer and will have sanitized their hands prior to entering your home.
-  We would kindly ask that you sign all paperwork using your own personal pen. If not possible, a pen will be available from our crew, who will disinfect the pen before and after use.
-  If you have been advised by the government or health service to shield or are considered a high risk individual, please advise us in advance and where possible have a representative meet our crew at your home.
-  Please advise our crew leader of the room and locations for delivery of your furniture. While our crew are in your home, we would ask that you maintain social distancing of 2 meters or more.
-  Please do not be alarmed when opening the door, our crew have all been provided with PPE to help protect them and you. Our crew are all uniformed so you can identify them as our moving crew.
-  Should you have any concerns, requests or queries prior to your move, please contact your Personal Move Consultant who will be happy to help.

THANK YOU! STAYSAFE

