



Darlow Rosettes Ltd
The Brickyard Showroom
The Brickyard
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COVID-19 VIRUS Statement Friday 13th March 2020

Dear customers,

We want to let you know how we plan to deal with the impact of COVID-19 virus.

Our Staff...

Without our staff we are not a business. They do a fabulous job, day in day out making sure you get the very best quality products and service. Therefore, our first priority has to be the health of our staff. We are implementing measures to minimise any disruption to production, however, with a small staff this may inevitably lead to occasional delays in deliveries.

Our Stock...

We have been working with our supply chain to identify any issues. At the moment we are confident that suppliers have sufficient stock. We cannot, however, know what effects staff illness, or government policy may have on these companies, nor the knock-on effect on our production.

Our customers and how you can help...

We are so appreciative of every customer we work with.

Without your ongoing custom and support we would not be here, therefore we ask for your help and assistance in the following ways:

- 1) If you have events in April/May/June that you can order for now, **please do so**. This gives us the maximum time to plan workloads and to make sure we have the stock to manufacture.
- 2) In any event please make sure where you can that you allow us **4 weeks** to manufacture and deliver. Remember delivery companies may also experience delays due to staff absence.
- 3) Unless absolutely necessary **do not** leave ordering until 1 week or 2 weeks before your event.
- 4) Our office is now **closed** to visitors.
- 5) Customer who wish to collect must make arrangements **24 hours** in advance. **Payment** must be made before collection via online banking or credit/debit card or items will not be released.

In conclusion...

We are **open for business**. With good planning, good fortune and everyone working together we are confident that we will be able to minimise the effects of this dreadful illness.

We wish all our customers and their families the best of health, and hope that any impact on you and your business will be as minimal as possible

With very best wishes,

Rowan Darlow

Sales, marketing & export director