



COVID-19 LOCKDOWN UPDATE

We are open for business

We would like to advise all our customers that we remain open for business and we have a good level of stock available for same-day despatch. The Aquacut Group is determined to continue to serve our customers to the best of our ability but the well-being of our colleagues is of high importance, which is why we are following strict hygiene and self-distancing rules.

So what does 'open for business' actually mean?

To avoid any risk of contamination, we are not open for visitors, so customers may only order goods by the following means:

- **Online** - www.tilerstools.co.uk
- **Email** - sales@tilerstools.co.uk
- **Phone** - 01565 344860

Paying for Goods

For email and telephone orders, an invoice will be raised to enable our customers to pay for their goods before despatch, unless they have an existing credit account. Web orders will be paid for at the time of ordering.

How will you receive the goods?

For email and telephone orders, you can have the goods delivered and our standard carriage charges will apply. Alternatively, you can collect them from our premises in Appleton but this is strictly by arrangement only (between the hours of 8am - 4.30pm). Web orders will be delivered by DPD on a next day service for most parts of the UK.

What about the future?

We all hope this pandemic will run out of steam in the next few months and we are determined to try and maintain a safe and reasonable service. We may experience some stock shortages so would ask our customers to be understanding. We will of course suggest alternatives where possible. Please telephone us on 01565 344860 for further information.