

Due to Covid-19 we have adapted our process to ensure the continued safety of our staff and our customers, please see the key points below.

What we ask of the customer:

- Please do not accept a surveying/fitting date if you are classed as 'at risk or vulnerable', if you are self-isolating, shown any symptoms of coronavirus in the last 14 days or if you've travelled outside the UK and returned within the last 14 days.
- Before our arrival we ask that the areas we are measuring/fitting are accessible, this includes clearing ornaments, picture frames etc. from window sills and surrounding furniture. This will reduce the amount of contact we will need to have with items within your property.
- We insist on the customer being in a separate room to that which the surveyor is working. This is to abide by the strict social distancing regulations that we are working with.
- If we are measuring/fitting multiple or all windows in the property, we will have an initial consultation to discuss requirements, colours etc. then we will set about measuring/fitting all windows.
- We will insist on the customer staying in one room while we go to the other rooms to work. This will save the need for the customer to have to move around us throughout the house.
- In most cases we will try to provide an idea of pricing prior to arriving for a survey with the use of the customers own approximate measurements.
- We may open windows whilst working, please make sure they are not locked prior to our visit. Ideally if the room can be ventilated prior to arrival and leave the windows open.
- All rooms where products are being measured/fitted will need the door to be left open for ease of access, this will remove the need for us to touch door knobs/handles.
- Balance payments are requested to be made prior to the fitters visit. Payments to be made via bank transfer or over the phone where possible. This is preferred to cash or cheque payments made to the fitters.

Precautions taken by us:

- You will receive a phone call from us when we are on our way to your property. We will inform you of an estimated time of arrival during this call.
- All surveyors/fitters will be provided with necessary anti-bacterial wipes/sanitiser for hands, equipment and surfaces.
- We will regularly sanitise our hands before, during and after your installation.
- When viewing samples we will reduce customer contact, with the surveyor touching the samples rather than the customer. If the customer needs to touch samples we will insist that hands are washed or cleaned using hand sanitiser.
- We will wash hands or use antibacterial wipes/gel when leaving the property.
- All samples and equipment used will be cleaned between appointments.
- Strict social distancing will be adhered to at all times with the fitters maintaining a 2m distance.

We thank you in advance for your cooperation and look forward to discussing your new products with you.

Kind Regards
Kieren Wills