

## Temporary Suspension of Production and Deliveries

Dear Customer,

With sincere regret, based upon Government shutdown and social distancing rules along with a total breakdown within our supply chain, we have unfortunately been forced to suspend production and deliveries until the current situation in the UK improves. It is an action that has not been taken lightly and we deeply regret any inconvenience that this may cause. You can be rest assured that we will resume as soon as we are able to.

Our customer service team will continue assisting but only by email as they are working from home per government instructions. Our website is live in order for you to produce your own quotations, place orders and keep up to date with any new developments. Any orders placed will be manufactured upon resuming production, in the order that they are received.

All outstanding orders will be delivered as soon as practically possible after resuming production and we will be in touch with new delivery dates.

Once again, we regret that this has had to happen but we are sure you will agree it is in the best interest for the health of us all and our National Health Service.

Thank you to you – our customer, for your continued support throughout this challenging period. We wish you and your family all the very best for the coming weeks.

With kindest regards

The Team at Modern UPVC Windows

## Frequently Asked Questions – Covid-19

**We understand how inconvenient this unprecedented crisis has been for us all. We can guarantee that all orders placed with us and not yet delivered or collected will be fulfilled as soon as we can resume production.**

**We already have measures in place in order to increase capacity to recover lost time. This includes additional shifts within our production facility and more delivery trucks on the road.**

**Hopefully we have given you some peace-of-mind that your order is safe and extremely valued. We have put together some additional FAQs below to help you understand our current position. Please check here regularly for any updates.**

### **When are you continuing deliveries?**

**Our intention is to resume our production and delivery schedules back to normal as soon as possible. The current date set by the government is the 14th of April.**

We are open for new orders and quotations via our website now. Despite the suspension we will still have customer support via email as some of us are working remotely from home in order to assist you. Our phone lines are currently closed, please contact us using [info@modernupvcwindows.co.uk](mailto:info@modernupvcwindows.co.uk)

We will re-open our factory and showroom as soon as it is safe to do so and in accordance with the Government's rules and recommendations. We expect that all of our key suppliers and distributors will do the same in order to allow the complete supply chain to continue. Rest assured we will re-open as soon as possible to fulfil your order and will be working harder than ever in order to clear the back log including increase delivery and production staff.

### **I already have a delivery date - when can I expect my order?**

Unfortunately we cannot deliver your goods on the initially advised date. Your order is within our manufacturing process and we will pick up where we left off on our return... we have simply hit the pause button. We will prioritise all outstanding deliveries by their original despatch order; we will of course notify you of your new delivery date as soon as we re-open. This will be sent via email and text message.

### **I already have a collection date - when can I collect my order?**

Unfortunately we cannot currently accept collections from our premises. Your order is within our manufacturing process and we will pick up where we left off on our return... we have simply hit the pause button. We will prioritise all outstanding collections by their original date order but we will of course notify you of your new collection date as soon as we re-open. This will be sent via email and text message upon our return.

### **I have recently placed an order but not yet received a delivery or collection date**

Rest assured your order is safe, please accept your original order acknowledgement as confirmation of your order. We will fulfil your order upon our return and notify you of your delivery/collection date as soon as possible.

### **Can I cancel my order?**

Rest assured your order is safe and will be fulfilled upon our return. Your order has already entered our automated processing stage, associated materials ordered and delivery slots allocated. We have been working really hard to ensure your order is delivered without further delays after our return. We value your custom at this difficult time and appreciate your patience.

As per our normal policy and depending upon the manufacturing status of your order you may be entitled to cancel your order and receive a refund. Unfortunately we would not be in a position to check this status until we fully re-open.

It is our understanding that all window/door manufacturers and their suppliers have been affected in the same way so we would not advise trying to re-order elsewhere, as your order is already in a queue with us and will be delivered quicker than a brand new order.

**Thank you for your patience and understanding during this challenging time. See you soon.**