

Dear Customer,

We have been closed following the government guidelines on covid-19 while we get our heads round this crazy situation.

To make sure we're doing everything possible to reduce the risk of infection for our customers and colleagues, we'll be introducing new social distancing measures.

PPE (protective personal equipment) has been provided to all our staff to reduce the risk of cross contamination.

When we come to template your worktops:

We ask there be no one in the same room when we are templating.

We ask you the customer to not enter the same room we are working in (to allow social distancing).

If this does not happen then we may be forced to leave site and delay your template.

Our templater will email through the details that he has taken for your approval. It is vital these are approved by yourselves or this may delay your installation date. You will have 24 hours to approve these or ask for changes before your worktops go into production. If we do not receive confirmation after 24 hours we will assume that your approval has been given and production will commence.

When we come to install your worktops:

When we come to install your worktops we again ask that no one be in the same room we are working in. If this is not adhered to then we may be forced to leave site and delay your installation (this may result in charges being applied to your project and we all want to avoid that).

Once the installation is complete we clean and seal all of our surfaces which will be anti-bacterial.

You will not be asked to sign any paperwork (to reduce the risk of cross contamination).

We will however take photos of the whole installation so any issues that may arise following the installation can be accessed. You will have then have 12 hours after the installation to inform us of any issues, after this time it will be deemed to have been accepted and any future issue (marks/scratches etc.) will be deemed to have happened after the installation.

We will leave you a care pack which will have cleaning products and instructions.

If you have any questions please feel free to contact the office staff via the phone or email.

If you or anyone in your household have shown signs of covid-19 please respect our operative's health and stay at home and self-isolate as per government guidelines.

Please notify us immediately so we can rearrange any templating or fitting dates agreed.

We thank you for your cooperation with these measures during this difficult time.

Landford Stone.