

# We've made important changes to the way we work

We are pleased to announce that we are back open for business and you can now book an appointment for an in home consultation

Our customers and colleagues are at the heart of our business, so we've made important changes to keep you all safe. With this in mind have introduced essential social distancing practices.

Please see the changes we have implemented below:

Our employees will only come to work if they, and the rest of their household are free from Coronavirus symptoms. We will also be asking you if your household are also free from symptoms. We can easily reschedule your appointment if required.

Our team members will observe strict social distancing measures throughout your appointment, all of our staff have safety clothing such as gloves and masks for your peace of mind

Your advisor will use disinfectant to wipe down all sample books and colour swatches between each appointment.

## FAQs

### **I'm waiting for an update on my order, how can I find out when it will be fitted?**

Our team of advisors are busy contacting all customers with outstanding orders, we apologise for any delay as we are working with smaller teams in order to ensure the safety of our employees, so if you'd like to speak to someone about your order please could you email [info@budgetblindsltd.co.uk](mailto:info@budgetblindsltd.co.uk) detailing your address and order number and we will get back to you within 24 hours.

### **When will I be able to book an in-home appointment?**

You can now request an appointment with us. There may be limited availability in some areas.

### **How do I rearrange my appointment if I feel unwell?**

If you feel unwell, or you or someone in your household has any symptoms of Coronavirus, we ask that you call us on 01204 669898 to rearrange your appointment.

### **What protective clothing will the advisor be wearing?**

Our advisors will be wearing face masks & gloves. They also have hand sanitiser and disinfectant wipes.

**How will you ensure social distancing whilst choosing and discussing our selection of blinds and shutters?**

Your advisor will stay 2 metres away during your in home appointment, whilst you're discussing the best solution for your windows your advisor can hold up appropriate samples and discuss from a safe distance.

**Will I be able to browse the advisors sample books during the appointment?**

Your advisor will bring a range of samples for you to choose from, your advisor can hold the samples up for you to take a look at if you prefer or we ask that you wear gloves whilst you handle the fabrics where possible.

**Do I need to stay in the room whilst the Installer fits my blinds?**

Our preference would be for the installer to be left in the room whilst they fit any products if you are happy with that.

**I don't want to use the chip and pin machine, is there another way to pay?**

Don't worry, your advisor will have disinfectant to clean the chip and pin machine ahead of use, alternatively you can call a telephone payment service using your own telephone.

**How are you following social distancing at your office?**

Our manufacturing and customer service team are returning to work and are busy working through your orders and enquiries. For the safety of our colleagues, we are working in smaller teams and learning to adjust to new social distancing measures, so please be patient with us for a little longer as we get back up to speed.

**I am self-isolating can I book an appointment?**

For the welfare of our colleagues, we will only be carrying out in-home appointments where we can safely do so. If you, or someone in your household is vulnerable or is experiencing Coronavirus symptoms, please contact our office on 01204 669898 for further advice.