



Two-Man-Contact-Free Delivery Option (Option 2)

The health and safety of our customers, staff and the public at large is our main priority, and so in order to offer this service, the following safety and delivery criteria will need to be adhered to by the customer/recipient.

Delivery Criteria:

- Our team will need to maintain social distancing protocols and with this in mind we would ask that upon arrival the team are instructed (from a safe distance) where to place the furniture; and that they are allowed to work in isolation or at the very least able to conduct their work whilst keeping a two-meter distance between themselves and the customer.
- There must have been no recent cases of Covid-19 within the property within the last three weeks.
- We are unable to deliver into any properties where somebody is self-isolating, or presenting with COVID-19 symptoms.
- If the delivery address is an apartment within a shared block, the communal areas/walkways/through routes must be of sufficient size such that our teams can maintain safe social distancing protocol throughout the process. We will need to be made aware of any site-specific protocols that may be in operation in shared blocks.
- Our teams carry hand sanitizer but may still need access to hand-washing facilities during the work.

Delivery Procedure On the Day:

- Our team will be provided with the face masks to be worn at all times during the delivery process. Our team will also have hand sanitiser and wipes in our vehicle for regular use.
- As part of a range of safety procedures relating to Covid-19, we are introducing regular temperature checks for our workforce, and are also obtaining daily health declaration forms from staff to confirm that neither they, nor anyone within their household is self-isolating or presenting with any symptoms of Covid-19.
- Unless otherwise instructed, our teams will deliver, unpack and set up your order in situ and remove the packaging.
- Please be aware that our driver will still conduct the usual completion paperwork/signatures, etc. If you would prefer not to sign our paperwork please advise our driver who will take pictures of the item/s delivered and ask the customer to confirm completion whilst maintaining a safe distance throughout.