

# WOHLERS

HOMEWARES & FURNITURE

**Due to Coronavirus (COVID-19), WOHLERS priority is to ensure the safety of our delivery team and that of our customers.**

Wohlers delivery team will be following a strict personal hygiene routine which will involve personal sanitising prior to, and after each delivery.

In addition, our Delivery team will be adhering to social distancing (1.5m from others) wherever possible. We ask you respect this requirement during the delivery process.

Our objective is to continue our excellent delivery service, while minimising person-to-person contact.

To assist with this Wohlers are offering two delivery options.

Please ensure you read and understand the following Options, Steps and Questions.

If you have any questions, please contact our friendly delivery team.

## **OPTION 1 – Contactless Delivery**

If the WOHLERS delivery team *DO NOT NEED TO ENTER YOUR HOME* or *CANNOT ENTER YOUR HOME* due to flu symptoms or enforced self-isolation, then please advise them of a safe, appropriate location where they can leave your goods.

These options may include veranda or garage.

## **OPTION 2 – In home delivery**

If you require WOHLERS to enter your home for delivery, you will be asked these questions at the time you are called to book your delivery. Please answer these questions honestly for your safety and that of our delivery team

**Q1.** Does anyone at the home have Coronavirus or displaying any flu like symptoms?

**Q2.** Are any members of the home in forced self-isolation? If so, what date does this end.

If there is any change to the above questions between booking your delivery and the delivery date **you must** contact our delivery team.

## **DELIVERY DAY**

Our Delivery Team will again ask the above questions. If the answer is yes to either question, or if our delivery team observe any flu like symptoms, they will not be able to enter your home to perform the delivery. At this point they can either delivery without entering the home, or they can reschedule the delivery. Rescheduling a second delivery will incur a second delivery charge.

### **Performing in home delivery.**

If you elect to have in home delivery, and our delivery team have deemed it safe, we ask you respect the 1.5m social distancing rule at all times. This applies during delivery and any installation if required.

We also ask that prior to arrival you provide an easy and clear pathway for our delivery team. This will minimise the amount of time they need to be in your home.

Please also consider the following options and advise our Delivery Team:

#### **Alternative Assembly Locations**

Please consider an alternative safe place for our delivery team to unpack and assemble your goods e.g. outside, in the garage, on a veranda.

#### **Alternative Installation Solutions**

Please consider if **WOHLERS** can deliver the goods and you can arrange the installation.

Thank you for your support in our implementation of these important safety steps as we all try to minimise the spread of Coronavirus and protect everyone's wellbeing.

Any questions contact our Customer Service Centre on 8563 3494.

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