

Given the unprecedented situation we're all facing as a result of COVID-19 (Coronavirus), we wanted to provide an update on what this means for any plans you may have to visit our showroom.

Here at LYB we feel it would be morally wrong for us to visit customers' homes to measure or fit blinds as per the governments advice to stay within a safe distance from other people, especially the elderly and more vulnerable. We also cannot ethically accept customer deposits for blinds that cannot be guaranteed to be delivered during this difficult time. Therefore, with immediate effect we are cancelling all home visits. However, our show room will remain hopeful for telephone calls or video consultations and customer liaison where needed. We are happy to use digital platforms to help you with any requirements you have.

### **Keeping our premises clean**

For customers concerned about exposure to COVID-19, we want to reassure you with the measures we're taking to ensure the health and wellbeing of our customers whilst visiting our showroom if necessary.

We maintain the highest standards of cleanliness by adhering to the guidelines set by EHO and the World Health Organisation (WHO). This involves our staff keeping all public areas clean in line with industry standards and safely disposing of any waste.

### **Thank you for your support**

Above all else we would like to reassure you that the safety, health and wellbeing of our customers and staff always has been, and always will be, our number one priority.

We look forward to welcoming you at our showroom very soon.

For further information on any of our products or services or for expert advice on our premium quality range of blinds, shutters or awnings please do contact us on 01746 768138 or email [showroom@loveyourblinds.com](mailto:showroom@loveyourblinds.com)