

16/03/2020



Dear Customer,

On behalf of the whole Medichill team, I hope this note finds you well.

With the swift progression of the COVID-19 pandemic, I wanted to update you on how this may affect your Medichill orders. I am confident in the policies and procedures we have in place as a company will minimise any disruption to you. I also know that our excellent staff will be on hand to answer any queries you may have. Please don't hesitate to call us on **08 9242 1232**

### **Maintaining Levels of Hygiene**

In light of the COVID-19, we wanted to reassure you that our products are manufactured and packaged in hygienic conditions and our employees are fully committed to maintaining these standards.

### **Stock Levels**

Although we are seeing an increase in bulk purchases at the moment, we continue to maintain more than ample stock levels of our products. It seems that our customers are buying in bulk to minimise the amount of deliveries to their premises and not as a result of panic buying.

### **Delivery of Goods**

As a result of COVID-19, some of our courier partners have taken steps to minimize the spread of the virus. Some couriers will no longer obtain signatures at the time of delivery, instead:

- The parcel will be delivered to the doorstep, or at reception
- The doorbell (or reception bell) will be rung, and the driver will wait for the recipient of the parcel to attend
- If the delivery location is unattended, the driver will move the parcel to a safe location and leave the parcel
- If no safe place is available, the parcel will be returned to the depot and delivery will be rescheduled.

Our domestic delivery times have not been impacted and most courier partners are aiming to continue normal operations during this time. We will continue to keep you updated about any changes in their deliveries.

Please expect some delays on International shipments due to reduction in flight frequency and capacity.

### **Schools and Hospitals**

We ask that schools and hospitals who have changed their policy on receiving goods and deliveries please advise us of the changes when placing your order, so we can ensure you receive your goods promptly with minimal disruption.

Yours Sincerely

Gary Maynard  
**Group Managing Director**