

Customer Service Update – 7th August 2020

COVID-19

To our valued customers,

We have continued to operate our stores safely through the COVID-19 pandemic and the precautions that have been implemented throughout this remain in place today.

We thank you for your ongoing support as we are again reminded of the challenging circumstances at the height of the pandemic in Victoria. We understand this may also be creating hardship for many and that some additional support may be required.

In line with the Victorian State Government requirements, our stores remain open to trade as an essential service to trade customers as is the nature of our business.

We continue to maintain social distancing, maintaining the highest hygiene standards and note additional precautions have been taken in our Victorian stores as follows:

- Masks to be worn in-line with State Government requirements
- Trade customers & couriers only and in Victorian locations (no visitors)
- Designated pickup location for pre-ordered parts
- Restrictions on the use of store facilities including catering / meeting areas

We continue to take proactive steps to limit non-essential presence in our branches prioritising the customers, customer service staff and transport providers.

To help minimise contact time in our branches we encourage customers to order in advance using phone, email or the **Kirby smart@ccess Click & Collect** facility. Pre-orders will be made ready for collection or delivery pending your requirements.

Customers can gain access to our smart@ccess portal by registering through <http://www.kirbyhvacr.com.au/2013-01-31-04-15-26> or making contact with your local representative.

Our branches will also continue to provide after-hours access using 13 23 50, and your call will be redirected to your local branch after-hours service.

Kind regards,



Brett Hedge
National Sales & Marketing Manager