

# COPYFORM

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## Coronavirus / COVID-19 Update

To our valued customers

On behalf of the Copyform team, I want to assure you that we are committed to doing our part to help contain the coronavirus pandemic while continuing to serve you.

We have been closely monitoring the escalating situation of coronavirus Covid-19 strain and taking any developments seriously. We are doing everything we can to protect our employees and customers and are following the NHS and Government Guidelines and reviewing the situation on a daily basis and will continue to do so throughout this period.

I want to take a moment to share an update.

- We will continue to attend site and repair all machines at the customers request.
- All calls will be qualified before attendance to prevent unnecessary contact
- Our engineers carry an Alcohol based cleaner to wipe the machines before and after work has been completed and sanitise their hands prior to attending site.
- All preventative maintenance and courtesy calls will be put on hold until further notice, again to prevent unnecessary contact.
- All our manufacturers/suppliers have sufficient stock levels of parts and consumables so stockpiling of toner is NOT necessary as this could lead to further issues.

We have introduced hand sanitiser to all points of entry to our premises. If visiting, we ask that you please use them.

All members of staff have also been provided with sanitiser and will use before and after visiting customer premises.

In the event of any change or further developments please rest assured that we will keep this page updated.

For any further information please email [info@copyform.co.uk](mailto:info@copyform.co.uk) or call 0113 257 4448.