



Burnley*Bolton*Oldham*Stockport
Probably the largest selection in the World

Dear Customer

Covid-19 Delivery Policy

During our visit to deliver your fireplace:

Our delivery team will telephone you in advance to notify you of their time of arrival, upon arrival they will telephone you again to discuss a safe method of handing over your delivery. The current government advice is to make doorstep deliveries where possible, however due to the weight and bulk of fireplaces, heating appliances, etc, we understand this may well not always be practical. If the delivery team do need to enter your home, they will at regular intervals and before they leave apply hand sanitiser, they will also wear the appropriate PPE when and where necessary.

The delivery team will maintain a safe distance (at least 2 metres) from any household occupants at all times, as the household occupants you should also endeavour to maintain a safe distance (at least 2 metres) from the delivery team whilst they are in your household.

Upon completion the delivery team will wipe down with anti-bacterial spray all surfaces, door handles, etc, that they have been in contact with. All paper towels, disposable PPE, etc, will be removed from site by the delivery team.

*****Please note: No deliveries can be made into any household which is isolating or where an individual is being shielded. In this scenario please notify us immediately via telephone or email prior to the delivery date.*****

Should you have any concerns or questions please contact us by telephone on 01282 832550 or via email on customerservices@thefireplacewarehouse.co.uk

Kind regards

The Fireplace Warehouse Ltd

Burnley Flagship Showroom: 215/233 Accrington Road, Burnley, BB11 5ES (TEL: 01282 832550) – VAT Number: 703 9254 44 - Company Number: GB 3797418

Stockport Showroom: 247 London Road, Hazel Grove, Stockport, SK7 4PL (TEL: 0161 484 2047) - Company Number: GB 6480886

Bolton Showroom: 115 Chorley Old Road, Bolton, BL1 3AS (TEL: 01204 496593) – VAT Number: 857 9067 73 - Company Number: 4447681

Oldham Showroom: 153 Oldham Road, Royton, Oldham, OL2 6BG (TEL: 0161 785 0333) – VAT Number: 825 1207 59 – Company Number: 4744205