



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

Dear Customer

## Covid-19 Installation Policy

### During our visit to install your fireplace:

Our Installation Team will telephone you in advance to notify you of their time of arrival, upon arrival the installers will telephone again to gain access whilst maintaining social distancing. On entry to your home, at regular intervals and before they leave the installers will apply hand sanitiser, they will also wear the appropriate PPE when and where necessary.

The installers will maintain a safe distance (at least 2 metres) from any household occupants at all times and ensure there is good ventilation in the area where they are working, including opening the window where possible. As the household occupants you should also endeavour to maintain a safe distance (at least 2 metres) from the installers whilst they carry out the contracted schedule of works, ideally this would mean vacating the room whilst the installation is carried out.

Upon completion of the works the installers 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 installers.

**\*\*\*Please note: No work can be carried out in 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 installation date.\*\*\***

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

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