

Getting Back to Businesss Step by Step

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NI and ROI Customers

Key Dates and Contact Details

In an effort to begin the safe transition back to normal operations we will be re-opening on a step by step basis as outlined below:

Customer Services Operational — 27th April

Our Customer Services Team will be back on call to answer any queries and provide support for placing new orders. Along with putting extra measures in place to ensure our staff can work safely, we will also be operating with a reduced, skeleton team.

Click and Collect Service — 27th April

For a temporary limited basis, we will be offering a 'Click and Collect' service for **New Ex.Stock Orders** and **Current Completed Orders**. New orders for MTM items will continue to be scheduled and put on hold until production resumes again on the 4th May. You can place your order online or send a Order Form via email to orders@osdoors.com.

Important: You must collect your order at the designated time or call before arrival. If you have not ordered before arrival you will not be allowed access to the site.

Production Operational — 4th May

Production of new and scheduled orders for MTM items will resume on the 4th May. We will continue to work with a reduced workforce to ensure we implement social distancing throughout our factory.

Important: We recommend placing pre-orders for upcoming projects prior to the 4th May so that we can efficiently prepare to have orders completed swiftly once production re-commences.

Delivery Services Operational — NI from 4th May / ROI from 5th May

Our Customer Services Team will be on hand to discuss your current delivery requirements and begin working on revised delivery dates.

UK Customers

Key Dates and Contact Details

In an effort to begin the safe transition back to normal operations we will be re-opening on a step by step basis as outlined below:

Customer Services Operational — 27th April

Our Customer Services Team will be back on call to answer any queries and provide support for placing new orders. Along with putting extra measures in place to ensure our staff can work safely, we will also be operating with a reduced, skeleton team.

New orders will continue to be scheduled and put on hold until production re-commences. Customers can continue to place orders online or send a Order Form via email to sales@osdoors.com.

Production Operational — 4th May

Production of new and scheduled orders will resume from the 4th May. As we will continue to work with a reduced, skeleton team, we ask that you place orders for upcoming projects prior to the 4th May. This will allow us to efficiently prepare to have orders completed swiftly once production re-commences on this date.

UK Delivery Services Operational — 7th May

Deliveries throughout the UK will be operational again from the 7th May. Our Customer Services Team will be on hand to discuss your current delivery requirements and begin working on revised delivery dates.

Once again we would like to thank all our customers for their continued patience and understanding at this difficult time, and we will endeavour to get your orders to you as quickly and as safely as we can.

If you have any queries please contact us on **+44 (0)28 3754 9190** or email **help@osdoors.com** and we will get back to you as soon as possible.