



TRUCK & TRAILER PARTS LTD
www.3gttp.com

24th March 2020

Customer Information Update

Re: Corona Virus – COVID-19

Dear Customer,

We are open for business as usual as we are classed as a key business to keep the country running. We have made a few changes implementing a work from home policy to protect members of staff.

Due to the reduced numbers of staff on site, orders will be picked and despatched in received timed order. We will endeavour to despatch all goods the same day. Late orders may roll into the next day.

Your Regional Sales Managers are also available but again working from home

Lee Smith 07711 773242

Gordon Clarke 07930 392124

Mark Dewson 07984 897718

Expected disruptions to our usual service

- **UK Orders**
Next day delivery cut off time is now **17:00pm**
Orders received after this time will be dispatched the following working day.
- **Northern Ireland & Eire Orders**
Next day delivery cut off time is now **15:30pm**
Orders received after this time will be dispatched the following working day.
- **Warranties & Returns**
With immediate effect **ALL Returns, Warranties and Collections** are suspended until further notice.
- **Saturday Morning Opening**
With immediate effect **SATURDAY MORNING** opening is suspended until further notice.

We are sure that in these unprecedented times you will understand that we have made these changes for both the safety of our staff and our customers and our ongoing efficiency in continuing to service our valued customer base.

If you have any questions or concerns, we ask that you contact either your Regional Sale Manager or a Director.

Best regards,
The 3G Team