

Covid-19 Update

January 2021

In light of last night's government announcement, I felt it appropriate to give you an update from the team at ECS UK.

We will continue to operate normally with Customer Service and Technical Service lines remaining open and our website will continue to accept your orders.

Our warehouse is also operating normally, and you can be assured have extremely safe working practices that are Covid-19 compliant.

Deadline for orders will remain at 5.30pm, Monday to Friday.

It is possible couriers may see an unexpected increase in business during this period so I would strongly recommend the following as it will help ensure your orders are delivered on time and successfully.

Download the DPD or Hermes Apps as deliveries to app users have a significantly higher success rate than non app users

Please see the links below that provide some guidance and links to the app store.

Putting photos of your delivery premises will also help our couriers.

DPD - <https://www.youtube.com/watch?v=FwisWbvt6oc>

DPD App - <https://www.dpd.co.uk/lp/yourdpd/index.html>

Hermes - <https://www.youtube.com/watch?v=vOHQT153Dqs>

Hermes App - <https://www.myhermes.co.uk/our-services/mobile-app>

I will continue to update you as the situation develops, however, if you have any questions please drop me an email at a.royles@ecs-electronics.com or give me a call on 07590 564639

Thank you for your understanding in this matter and I can assure you that the ECS UK team will continue to give you the very best service levels.

Stay safe

Kindest regards

Andy