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Dear

Important Service Update – ECS UK CLOSED for Stock Take Friday 14th August 2020

I hope this letter finds you and your family in good health. We certainly are experiencing uniquely busy times in our industry; long may it continue!

It is now a month since I officially took the reins at ECS UK and after a reviewing our business and consulting with my team it is clear to me that our service levels to you are not what we both expect and need.

As you will be aware, we are experiencing difficulties in our warehouse and sadly we have had to let customers down on occasions. To resolve this matter, we will be conducting a stock take on Friday, 14th August.

This means both the office and the warehouse will be 'closed'.

Please note – any orders required for Friday the 14th to Monday the 17th MUST be placed prior to 3:00PM on Thursday August 13th. No orders will be shipped Friday 14th August.

We will re-open for normal business on Monday 17th August.

This decision has not been made lightly, but we are committed to rectifying the issues so we can provide you with the first-class service you expect and require.

Thank you for your understanding and support.

Kind regards

Andy

Andy Royles



Algemene verkoop- en leveringsvoorwaarden voor de metaal- en de elektrotechnische industrie, gedeponeerd ter griffie van de Arrondissementsbank te 's-Gravenhage op 10 december 1996 onder nr. 139/1996, uitgegeven door de vereniging FME.

All tenders and contracts for the performance of deliveries by us outside the Netherlands are governed by the ORGALIME General Conditions S2012 for the supply of mechanical, electrical and associated electronic products. Any other conditions are herewith explicitly rejected by us.

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