

Stefano Orlati 



31st August 2021

Re: Stefano Orlati COVID-19 Update

Dear Valued Customer,

In line with recent updates to the New Zealand government lockdown restrictions, as of tomorrow 1st September, the Stefano Orlati Christchurch branch will reopen on a strict delivery-only basis. The updated restrictions also allow the re-opening of the south of Auckland region of the North Island, although our Auckland branch will remain closed at this stage.

Therefore, please find below a list of updates to the Stefano Orlati operating procedures:

- From today, all **South Island customers** will need to continue to place orders via online, phone, email or fax directly into our Christchurch customer service team. Your Technical Sales Representative will continue to be in contact with you for all requirements.
- All customers wishing to collect their orders must either phone or email the order through and give a minimum of 2 hours notice for collection. You will strictly **not** be able to walk up and place orders and collect. Pick-ups will only be allowed via prior arrangement and in keeping with social distancing guidelines. We need to avoid any areas where people could congregate.
- **North Island customers** in the south of Auckland moving to Level 3 restrictions can contact the Stefano Orlati Christchurch branch via phone or email to check if the stock they require is available and place an order for delivery.
 - **Phone:** 03 9818518
 - **Email:** sisales@stefano-oralati.co.nz
 - **Christchurch branch hours:** 8am to 4:30pm
- Due to limited stock in Christchurch, some orders unfortunately will not be able to be supplied and will be placed on backorder for when the Auckland warehouse reopens.
- There will be no access to the branch by anyone other than Stefano Orlati employees, in keeping with strict COVID-safe protocols and we ask that customers please adhere to this policy completely.
- While we will endeavour to keep to normal delivery lead times, there may be some delay or interruption in the short-term, so please give our team as much lead time as possible to help deliver your orders promptly.

These are difficult times but you can be assured Stefano Orlati remains committed to providing our customers with the products and service you have come to expect.

As always, we will keep you informed of further developments. Thank you in advance for your understanding and for your continued support, stay safe.

Sincerely



Jason McNulty
Managing Director
Titus Tekform Group Australasia