

Coronavirus (COVID-19) Update

4 May 2020

We are currently **open for business** but operating in a reduced capacity in line with government guidelines. We are doing everything possible to continue to offer the highest levels of service and support to our customers.

Customer Care

Our Customer Care team are working from home and available as normal to handle your enquiries and orders. Contact them on 01224 772777 (option 1) or connect@grampianfasteners.com.

Trade Shop Collections

The Trade Shop is closed for sales but there is a service to collect pre-ordered goods via the Customer Care team as above. We are not accepting cash or card payments at the Trade Shop. Credit cards payments can be made in advance when placing an order if required. We are also not asking customers to sign for the goods they collect.

Deliveries

We continue to deliver orders ourselves and through our courier partners. **MACS Express has resumed deliveries** to our regional customers in a limited capacity at the moment.

Supply Chain

Most of our supply chain is still operating in a reduced capacity and there has been a minor impact on our service with goods taking longer to reach us.

We will continue to give updates on the status of our services as they change.

Gary Henderson
Managing Director