



Johnson's Timber Supplies Ltd  
Timber & Plywood Merchants

591-603 Warwick Road

Tyseley

Birmingham

B11 2EX

Tel: 0121 706 0404

Fax: 0121 706 1820

email: [sales@johnsonstimber.co.uk](mailto:sales@johnsonstimber.co.uk)

[accounts@johnsonstimber.co.uk](mailto:accounts@johnsonstimber.co.uk)

web: [www.johnsonstimber.co.uk](http://www.johnsonstimber.co.uk)

### **Customer Delivery Procedures - COVID 19**

Please follow the below list of procedures for ordering and receiving a delivery.

1. Preferably all orders to be placed by email to [sales@johnsonstimber.co.uk](mailto:sales@johnsonstimber.co.uk), we can receive orders by phone on 0121 706 0404 however the phones are not always manned.

2. Any order placed must contain the details of your requirements, the delivery address and a site contact. We will then get in touch to acknowledge your order and give you a date for delivery.

3. Where payment is required before delivery it must be received the day before the delivery is due. We are not accepting cash payments currently.

4. We will get in touch the day of delivery to give a rough ETA on delivery.

5. Our driver will ring as he approaches site to advise he is delivering, if you receive a call or see one of our vehicles turn up please always keep at least 2m away (preferably further than 2m where possible) from the driver and vehicle at all times. Please keep at least 2 metres away from the point of the delivery drop as the driver will need to retrieve his slings.

7. If mechanical handling is available for unloading, then once our vehicle has been directed to the point of unloading, as and when instructed by your operative, our driver will exit the vehicle, unstrap the load and then return to his cab. Once unloaded and safe to do so the driver will strap the load and return to the cab. You must always remain at least 2m away from the driver at all times.

8. There will be no despatch notes provided with the delivery. A copy of the despatch note will be emailed across to you.

If you do not adhere to the above procedures, then we **reserve the right to refuse delivery.**

We apologise for any inconvenience caused but we believe the above measures are necessary to remain within the current government guidelines for social distancing and safe working practices during this difficult time.

Thank you for your support, please bear with us, we will be trying our best to facilitate your needs as quick as we can in a safe manner. Please keep safe.