

Coronavirus customer notice

Dear Customer,

As Covid-19 (Coronavirus) continues to affect our daily lives, PartsPlus, like all businesses, is taking the strictest measures to ensure Colleague and Customer safety.

To that end, should any of our Colleagues show cold and flu type symptoms we are immediately taking the appropriate government advised actions in enforcing the self-isolation ruling.

Our Regional Hubs and some of our Centres have also taken a further step to ensure that the most vulnerable of their Colleagues in the high-risk age and health groups are protected, by sending them home today.

This may in some cases result in a drop in our service levels, however, we want to assure you that we will continue to support you and your business to the best of our ability during these challenging times.

We have therefore taken a number of actions to help business continuity and to try and keep everyone as safe as possible. These actions include PartsPlus delivery drivers keeping a respectable distance when delivering parts and not asking for a signature as proof of delivery. We have also arranged for a large number of Telesales Advisers to work from home by providing them with remote access to the systems they need.

Our PartsPlus Centre Colleagues will also provide you with updates to any van routes and we will ensure that communications from us provide you with the ability to plan ahead.

We are clearly in uncertain times and this situation will change day-by-day. Please contact any member of your local PartsPlus team should you have any questions or concerns.

PartsPlus Operations