

Hi,

### **COVID 19 PRECAUTIONS**

You are receiving this email as you are currently hiring equipment from Medihire & Sales.

Our company has always taken its responsibility to ensure the health and safety of our staff and customers very seriously, however management of the risks brought to our business by the current COVID-19 pandemic means that we need to take additional protection measures.

We now have the following protocols in place with regard to the return of all Hire Equipment.

#### **IN-STORE RETURNS**

- 1) Prior to returning our hire equipment to our store please ensure that you have carefully cleaned and disinfected the item/s with an appropriate disinfectant. Our store staff will carry out a visual check of the item on its return.
- 2) If returned hire items are not properly cleaned and disinfected, deposits will not be refunded as we may need to offset the cost disposing of the item.
- 3) When returning the hired item to our store you will be requested to place it in our cleaning area. Our staff are not permitted to touch the unit until it has been through our preliminary disinfection process.
- 4) The above means that our staff are not be permitted to assist with bringing any hire items from your vehicle into the store.

#### **“PICK-UP” RETURNS**

- 1) The above cleaning and disinfection regimes apply to any hire items that are to be collected from you by our delivery van.
- 2) Prior to our delivery van attending at the pick-up address you will be called and asked to confirm that you or anyone else at this address;
  - a. Does not have, or may have, the Corona Virus
  - b. Has not been overseas in the preceding 14 days
  - c. Has not been in contact with a person known to have the Corona Virus

Our driver will not be able to enter the premises if any of the above are true.

We are grateful for your co-operation with these new measures and are sure that you understand and accept that they are in place not only for the protection of our staff but for the good of the community in general.

Keep well and stay safe.

Thank you.