



# Richmonds Of London Ltd

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CELEBRATING 150 YEARS IN BUSINESS

18<sup>th</sup> March 2020

Dear Customer,

Re Coronavirus-Keeping open for business.

As you will know the country is in uncharted waters and all businesses are taking steps to minimise the risk to staff, customers and suppliers.

We are no different. Although site visits are an integral part of the service we offer to our customers many of you have asked us not to call. Therefore we will suspend visits unless specifically requested by you, our customer. We would ask you to use technology to help us supply the correct products so please forward pictures, manufacturer links etc. to our sales team to enable us to continue to supply your organisation.

At present the supply chains are secure and we are in constant dialogue with our suppliers. Also our deliveries are continuing to your sites and internal plans are in place to ensure this continues.

Richmond's is 150 years old this year and this was hardly the celebratory year we expected. Throughout those years the company has been dedicated to offering the best possible service to our customers and despite the current difficulties that is still the case.

None of us know how long this crisis will last but be assured we will be doing our best to look after our customers and we thank you for your support and understanding and wish you well.

We shall be monitoring the situation and we will issue updates should the situation change.

## **Head Office**

**66 Weir Road**

**Wimbledon,**

**London SW19 8UG**

**Email: [sales@richmondsoflondon.com](mailto:sales@richmondsoflondon.com) Tel: 0208 879 3500**