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## **Christmas & New Year Factory Shutdown**

In common with the majority of our customers and suppliers, our Christmas shutdown period this year will be from noon on Thursday, 20<sup>th</sup> December 2018 until 8am Wednesday, 2<sup>nd</sup> January 2019. No deliveries or collections will be possible during this period.

In order to facilitate the delivery of your supplies we would request the following notice period for consignments: -

**Last orders** received by 12pm **Wednesday, 12<sup>th</sup> December 2018** to guarantee **delivery** to you by **Thursday 20<sup>th</sup> December 2018**.

**Last orders** received by 12pm **Friday, 14<sup>th</sup> December 2018** for **collection** by **Wednesday, 19<sup>th</sup> December 2018**.

**During the month of December, we will be undertaking some major works to install a new nailplate press which replaces the original that has served us well for 30 years. And whilst we will make every endeavour to limit supply disruption, we would greatly appreciate your assistance in giving us adequate notice of your orders prior to the shutdown to ensure all deliveries arrive on-time.**

Please be aware a backlog of orders may exist when we return in January, and delivery periods may be extended from normal times immediately after the shutdown. Orders received between 20<sup>th</sup> December 2018 and 1<sup>st</sup> January 2019 will be processed on the 2<sup>nd</sup> January 2019 and delivery dates notified.

As all departments will be closed during the shutdown period, including Design Office, Customer Support and Software, please could I ask that you circulate this letter to all the appropriate people within your organisation.

**Thank you for your business over this last year and we wish you a Merry Christmas and a Prosperous New Year.**

Yours sincerely,

Paul Flounders  
Customer Support Manager  
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