

COVID-19 UPDATE-15th May 2020

Dear Customer,

In the light of the continuing COVID-19 crisis we would like to inform all customers of the following status update:

- Although the situation has improved considerably we, in common with most companies, have suffered serious interruptions to our supply chain due to COVID 19- related illness, self-isolation and social distancing policies.
- We have cleared all back orders and are currently in stock of all items. All orders are being shipped on a same/next-day basis, including subsidised local authority orders.
- As previously advised, local authority orders may be subject to a lead time of up to 28 days should we see further extreme spikes in demand such as those experienced in April. We will advise customers should this situation arise.
- **Wooden composter** orders are being accepted but are subject to a 4-5 week lead time as they are made to order and demand has been exceptional.
- We ship and pay for 24- and 48-hour delivery services but these are taking up to as much as 4-5 days to deliver orders. Often, we cannot obtain tracking information for 1-2 days. Please leave a reasonable amount of time between receiving your dispatch confirmation and contacting us for information.

Our continued thanks go out to you for your custom, and our best wishes for you and your families.

Kind regards

Mark Halford
Director-Great Green Systems Ltd