

Lockdown

The UK is in another national lockdown, fortunately our service is classed as “essential” therefore we would like to confirm to customers and suppliers that we will remain open for business, still delivery quality ENPlus and Woodsure approved quality fuels, in order to ensure the safety of our staff and of course our customers, the following measures are in place –

Communication – We can ensure once your order has been taken, we will contact you with a date of delivery and estimated time. You will also be contacted by your driver on the day with an “ETA” of arrival. To keep everyone safe during your delivery we ask that you make all access to your hopper/boiler accessible for the vehicle and driver before delivery. We should be able to execute a delivery without any intervention. However, if you are needed in the vicinity, please make us aware at the time of ordering and please follow the government guidelines regarding wearing a mask and social distancing

Suffering with COVID Symptoms or self-isolating – If you, or someone in your household has Covid-19, showing symptoms of Covid-19, or has been in contact with someone with Covid-19, you will not be precluded from delivery, but we must know at the time of ordering. This is for our own internal track and trace system, we will carry out a risk assessment so that if necessary, extra precautions can be put in place to protect our delivery team.

Delivering via blown/walking floor vehicle – We have put measures in place to minimise any unnecessary contact between our drivers and customers. We ask that, unless you are needed on site you remain indoors. Should you need to be in the vicinity where the driver is, please ensure you adhere to the government guidelines on social distancing by wearing a mask and maintaining a minimum distance of at least two metres.

Visiting the Afterwood site – We are still taking collections from our site as we do understand not everyone can take deliveries, to keep this process as safe as we can we ask that you arrange your collection by phone where we will give you a set time slot. Upon arrival, visit the office wearing a mask sanitising gel is available at the entrance, staff there will ensure the correct product is loaded. If we need to manually load bags of fuel into your vehicle, please do not help, stay in your car/van until completed, paperwork if applicable, will be left inside

Office Hours

Monday	8.30am – 12.30pm
Tuesday	8.30am – 12.30pm
Wednesday	8.30am – 12.30pm
Thursday	8.30am – 12.30pm
Friday	8.30am – 12.30pm

Phone lines

8.30am – 4.30pm
8.30am – 4.30pm
8.30am – 4.30pm
8.30am – 4.30pm
8.30am – 4.30pm

We would like to thank you all for your patience during this pandemic, we wish you all a safe warm 2021!

