

COVID-19 UPDATE

HOLT JCB



Dear Customer,

With the Coronavirus pandemic continuing to evolve, we would like to assure you that we remain fully operational and committed to the safety of our employees, business partners and customers.

We are closely monitoring all Government guidelines and advice, adapting our responses to ensure we protect the well-being of us all, whilst still providing the highest level of service to our customers.

Although this commitment will see a significant impact on the way we operate during this time, we would like to instil the following operational changes:

Sales:

Our sales team continue to be on hand to support our valued customers on our comprehensive range of new and used machines. However, we kindly ask that appointments are completed via phone or video calls where possible. Should our sales team call upon you, we will ensure that they keep an acceptable social distance and use hand sanitiser, adopting suitable safety precautions for your and their safety.

Parts:

We have excellent stock levels and are well positioned to continue fulfilling parts orders. Telephone orders and direct delivery options remain available to all customers, to mitigate the spread of the virus and continue to protect all involved.

Service:

Our service team and engineers will continue to provide support to your operation in both emergency and planned maintenance situations. We ask that you help us by assisting with the 2 meter social distancing guidance while our engineers are on site.

Support Services:

All but essential administrative and technical staff have been fully equipped to work from home and are doing so. Mobile telephone numbers are unchanged and can be found on the bottom of any e-mail communication from them.

We trust that you and your families stay well, this is the most important thing, should you have any particular concerns, please do let us know.

Kindest regards,

Andrew Shields
Managing Director

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