

Dear Valued Customer

Re: Covid -19

We trust this letter finds you, your colleagues and family well at this extremely difficult time for everyone.

Here at Helapet we continue to process and ship orders from our Lister House head office but as you may imagine we are experiencing significantly increased demand for our products, particularly the PPE and Cleaning and Disinfection range. We will do our utmost to despatch orders received by 3pm on the same day, but please allow a little longer than usual for your orders as we have an increase in orders being received.

Likewise, we will do all we can to answer your calls and email enquiries as soon as we can. Our Account Managers are continuing to work, but from their home bases. Please do not hesitate to contact them directly with your enquiries. The link below provides telephone and email details for our team.

https://www.helapet.co.uk/the_sales_team.php

Whilst we are doing our utmost the replenish stocks at the earliest opportunity, including working overtime within our own cleanroom production areas, we already know that the alcohols used within our sprays and wipes are in particularly short supply. We will continue to update you over the coming weeks as to how this is going to affect our supply chain.

Please be assured we will do all in our power to continue to serve and support you, our valued customers, through this challenging period.

Yours faithfully

On behalf of Helapet Ltd



Ben Miles

Managing Director