

## CORONAVIRUS (COVID-19) UPDATE

Dear valued customer,

First and foremost, we know on a worldwide scale that you and all of our customers are dealing with the impact and disruptions caused by the Coronavirus. Our thoughts are with you and your families and we sincerely hope that you, your colleagues and your families remain in good health at this unprecedented time.

We also offer our gratitude to all healthcare professionals on the front line who are providing care to those affected by Coronavirus and also those who continue to work tirelessly to keep our respective countries moving, whilst others remain safely at home.

Like many other companies, we have taken steps to keep our staff and their families safe and healthy whilst doing everything possible to keep our business running, available and able to provide you with the products and services you need. We are following all guidance from our government, the World Health Organisation and local health officials to reduce the spread of the virus and keep our employees safe and healthy.

I am pleased to say that due to the hard work of the entire team at Barcode Warehouse, all employees who are able, are now working safely from home. Some dedicated colleagues whose roles mean that they are not able to work from home are operating under our strict guidelines to ensure they remain safe, whilst they work hard to keep our critical services operational. Whilst it is certainly not 'Business as Usual' for anyone, I am pleased to say that we are continuing to provide a normal service, albeit under very unusual circumstances.

### Product Availability

Thanks to our dedicated employees and the support from our vendors and supply chain partners, we are currently able to provide our full range of products. Whilst the availability of some products may be impacted due to global supply chain disruptions, we are well-positioned to be able to provide the majority of our product catalogue as normal.

Visit [www.thebarcodewarehouse.co.uk](http://www.thebarcodewarehouse.co.uk), email [sales@thebarcodewarehouse.co.uk](mailto:sales@thebarcodewarehouse.co.uk) or call 0330 131 1111 to speak to our sales team for advice, product availability, pricing or any other queries.

### Service and Support

Our Technical Support team remain able to provide technical support and guidance to all our valued customers.

For Technical Support, please call 0333 733 9999.

Our Service and Repair Centre is still able to provide service and repairs. Our field service engineers continue to be able to make essential visits where required but, we would ask our customers to work with us to ensure the health and safety of our field engineers by helping us to observe all government safeguarding measures and by ensuring all visits requested are for essential work only.

For our Service and Repair Centre, please email [servicecentre@thebarcodewarehouse.co.uk](mailto:servicecentre@thebarcodewarehouse.co.uk) or call 01636 602010.



**The Barcode Warehouse Limited**  
Telford Drive, Newark,  
Nottinghamshire, NG24 2DX

**T: +44 (0)1636 602000**  
E: [sales@thebarcodewarehouse.co.uk](mailto:sales@thebarcodewarehouse.co.uk)  
[www.thebarcodewarehouse.co.uk](http://www.thebarcodewarehouse.co.uk)

Chairman: R. A. Lee  
Registered office:  
Telford Drive, Newark, Nottinghamshire, NG24 2DX  
Company Registration No. 3842666  
VAT Registration No. 738 1091 35

## Managed Services

Our Managed Services division also continues to operate normally and with the extensive use of remote working technology, our Service Desk is able to operate normally and our equipment swap out service is fully operational.

Please continue to access your service via the usual channels.

## Consumables

Along with our wide range of printer supplies and ribbons from third parties, our in-house manufacturing operation is continuing to work to meet demand.

Visit [www.thebarcodewarehouse.co.uk](http://www.thebarcodewarehouse.co.uk), email [sales@thebarcodewarehouse.co.uk](mailto:sales@thebarcodewarehouse.co.uk) or call 0330 131 1111 to speak to our Consumables sales team for advice, product availability, pricing or any other queries.

The safety of our employees and customers is our top priority and as we continue to monitor the Coronavirus situation on a daily basis, it may be necessary to work on a 'best efforts' basis; so please bear with us if we aren't able to deliver the usual level of service you would normally receive from us.

As we work hard to focus on continuity, it also may not be possible at this time to respond to each and every one of our customer's specific enquiries or requirements, although we will do our best to answer any questions you might have.

Please rest assured that we are doing everything possible to support you and your business during this time. Should anything change, we will communicate this to you either personally or via our social media channels.

In the meantime, thank you for your business, understanding and cooperation throughout this period and once again, we hope that you, your colleagues and families remain in good health at this unprecedented time.

Yours sincerely



Kevan Mutton  
Managing Director  
The Barcode Warehouse Limited

25-Mar-2020



The Barcode Warehouse Limited  
Telford Drive, Newark,  
Nottinghamshire, NG24 2DX

T: +44 (0)1636 602000  
E: [sales@thebarcodewarehouse.co.uk](mailto:sales@thebarcodewarehouse.co.uk)  
[www.thebarcodewarehouse.co.uk](http://www.thebarcodewarehouse.co.uk)

Chairman: R. A. Lee  
Registered office:  
Telford Drive, Newark, Nottinghamshire, NG24 2DX  
Company Registration No. 3842666  
VAT Registration No. 738 1091 35