



TOW TRUST TOWBARS
The UK's Best Quality Towbars



COVID-19 Update

25.03.2020

Dear Customer,

We have today taken the decision to temporarily close down operations. This will take effect as of today (Wednesday 25th March 2020) at 5PM. Shutdown will be to all areas and include the manufacturing, sales, accounts and despatch departments although a skeleton staff will be on hand in both sales and accounts to answer any questions you may have. As such please use the points of contact below should you need to speak with either of these departments during this period. At this point we plan on returning to work on Tuesday 14th April @ 8AM although this will be monitored closely and confirmed in accordance with Government guidelines. All orders placed today will be despatched as normal for delivery on the service level requested.

As a manufacturing plant we have managed to impose virtually a complete lockdown on our premises ensuring that non-Tow-Trust employees or non-essential contractors remain off-site. Our workforce have managed to segregate themselves to ensure minimal contact whilst also working with increased awareness of the importance for cleanliness and hygiene. Despite their ability to adapt to this and their enthusiasm to try and act as normal as possible, through what are unprecedented times, it is of utmost importance to consider the health, safety and well-being of both themselves and their families. We are extremely proud of how our workforce have coped through this and whilst their desire to still work has remained this has now needed to come to a temporary halt.

Whilst a decision to completely close is in some ways a difficult one, in many more ways it is easy. To this point we have remained open in order to service our customer base that have both had a requirement and ability still to work. We have orders in the books which will now need to be delayed and we will do our best to communicate new lead times with customers upon our return to work. Please bare with us during this period as their will inevitably be a knock on effect to scheduled orders being fulfilled.

During this closure we expect that the requirement for you to contact us will be minimal. We do however still think it important that regardless of the reason we are still accessible to you. As such please see below the relevant points of contact should you require us;

Sales enquiries - sales@tow-trust.co.uk or 01827 717412

Accounts enquiries - accounts@tow-trust.co.uk

Technical enquiries - tom@tow-trust.co.uk or 07849 811772

As we approach a confirmed date for return to work we will of course communicate this to you. This will be e mailed to the relevant points of contact that we have for your business and will be displayed on our social media platforms such as Facebook, Twitter and Instagram.

Once we are through this tough period we are sure that our partnership with you will be stronger for the experience. Together we will be ready to tackle all of the challenges that face both customers and suppliers alike in the near future.

We would finally like to wish all of you our very best. Please use this opportunity to spend precious time with members of your household and most importantly stay safe. We are very much looking forward to speaking to you all upon our return to normal operations.

Best Regards,

Alan Miller

Sales Director