



Hydravalve (UK) is a trading division of Fluidpower Group

Valves, Actuation, Process Control Equipment and Pipeline Solutions for all industries

24/03/20

Dear Customer,

Today, after recent government guidance regarding COVID-19, Hydravalve will be initiating a “work from home” policy for the commercial division of the business. It is our responsibility to ensure the health and wellbeing of our employees comes before every business decision we make. Therefore, all sales, business development, administrative, finance and marketing employees will be working from home as from today.

The usual direct email addresses you contact the team on will be operational. The sales@hydravalve.co.uk email address will be monitored by all sales employees for any enquiries you may have.

We will also have 3 dedicated phone lines available when calling 01902 637263. So this method of communication is still available from 08:30 to 17:00. However, there may be delays during our peak hours and initial teething troubles with the phone system. You can also request a call back by emailing sales@hydravalve.co.uk or a direct email address.

The operational logistics will remain open and we are following the recommended guidelines to guarantee the safety of our employees. Over the last week, it has become clear that maintaining a safe social distance whilst operating customer collections is increasingly difficult and therefore, we have taken the decision to stop customer collection with immediate effect. All local deliveries will be sent out via FedEx free of charge.

In the light of the situation, there may be some delays in order delivery and return processing but we aim to ensure there will be minimum disruptions to our customers. We appreciate your support and understanding during these difficult times.

Stay safe and take care of yourself.

Sincerely,

Edd Newham
Managing Director

The COMPANY • The SERVICE

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