



ENGINEERED SOLUTIONS  
FOR TILING, FLOORING & WATERPROOFING

## **NOTICE TO CUSTOMERS**

### **UPDATE TO GUIDELINES FOR PICKUP AND RETURNS AT ARDEX SITES**

#### **General**

ARDEX Australia is following all requirements of Government and the Health Authorities to protect the health and welfare of its employees and all visitors on its sites as a result of the COVID-19 pandemic.

The objective of these updated guidelines is to minimise potential exposure for all staff and visitors during on site customer pick up/returns interactions, whilst maintaining as close as possible to a business as usual approach during this time.

The below guidelines will apply at all ARDEX sites with immediate effect and will continue until further notice. ARDEX will communicate any changes to these guidelines as required.

#### **Guidelines**

Customers can arrange pick up of their orders in compliance with these guidelines.

Customers (or their agents) who do not comply with these guidelines (after being reasonably requested to do so), will not be serviced and instructed to immediately leave the site.

The time Customers are on site is to be kept to an absolute minimum (without compromising these guidelines or any WHS requirements).

#### **Processing and Pickup Times**

For any order placed prior to order cut off time (14:00), Customers may pick up their order at the relevant ARDEX warehouse site during the following times:

- Same Day order pick up – 10:00 to 16:00;
- Next Day order pick up – 10:00 to 16:00;
- Pickups will not be available outside these hours;
- Any pickup order placed after order cut-off will be available on the next business day.

A pickup order will be available 2 hours after the Customer order has been placed/processed by ARDEX Customer Service.

The ARDEX Customer Service Representative will confirm the pickup ready time (2 hours after placement/processing) to the Customer by return call or email.

Customers will be requested to leave the site immediately where they arrive:

- within the 2-hour time frame or outside the pickup hours;
- no order has been issued to the warehouse by ARDEX Customer Service Department for the pickup; or
- the Customer cannot provide detail allowing ARDEX staff to identify the correct order.

Unless otherwise arranged at time of order placement, orders not picked up within 2 business days of order placement will be cancelled and returned to stock.



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### **Attendance at Site**

Social distancing (min 2.0 metres) must always be maintained ;

Customers are not permitted to enter any buildings or be within 3.0 metres of any forklift or other materials handling equipment, whether operational or not.;

Whilst on an ARDEX site, Customers must remain either in their vehicles, or in a designated exclusion zone;

ARDEX staff are not permitted to touch or handle any equipment, documentation, or other items ( this includes mobile phones etc.) of the Customer.

### **Returns**

The normal process relating to returns continues to apply, i.e.:

- all returns must be approved by ARDEX and the relevant documentation issued by Customer Service prior to the goods being returned;
- returns which are not approved prior and without the correct documentation issued by Customer Service, will not be accepted by ARDEX;
- returns of excess/no longer required stock, or cancelled orders:
  - must be saleable, in original packaging, with a minimum 3 months shelf life; and
  - will incur a 20% restocking fee.

### **Handling of Product**

#### **Customer Pickup**

ARDEX staff must load onto the Customer's vehicle products on skids or pallets (ensuring compliance to all load and mass restrictions); or

If supplied loose, product is to be placed on a skid/pallet and transported to the Customer's vehicle (at a height convenient to load) for the Customer to load their vehicle;

ARDEX staff are not permitted under any circumstances, to load or assist in loading a Customer's vehicle (social distancing cannot be maintained, or risk of contact eliminated in this situation).

#### **Customer Return**

Products being returned by a Customer should be on a skid/pallet which can be accessed by forklift;

If loose products are being returned, ARDEX will provide an empty skid/pallet for the Customer to load the products onto;

ARDEX staff are not permitted under any circumstances, to unload or assist in unloading a Customer's vehicle (social distancing cannot be maintained, or risk of contact eliminated in this situation).

### **Documentation and POD**

The Customer's copy of the Delivery Note is to be placed in a self-adhesive invoice enclosed envelope, attached to the skid/pallet/loose product;

No signing of documents;

ARDEX staff must record the full name of the Customer making the pickup, the vehicle registration, the date and time of pick up, and a notation of confirmation\*, on the ARDEX Delivery note copy, and retain as a POD;

\*Confirmation – ARDEX staff will provide the Customer a verbal notice advising the above details will be recorded on our documentation as a proof of delivery.