



**Ref: COVID-19 Statement Update 03/04/2020**

As we continue to see the impact of COVID-19 on the profession, we would like to reassure you that J.A.K Marketing remains open for business, the reason being that we recognise our products play a vital role in the maintaining critical services within the veterinary profession.

The health, safety and well-being of our employees and their families, our customers and partners are paramount. We will continue to act in ways designed to mitigate the risks associated with COVID-19. Comprehensive infection control and social distancing protocols are in effect within our operations. Working from home or furloughing has been implemented where practicable, and especially for staff in vulnerable groups.

- J.A.K Marketing is **open for business** and has members of the team available to support you with phone orders and enquires during our usual working hours of 9 am until 5 pm. Customers can also place orders at any time via our webshop [www.jakmarketing.co.uk](http://www.jakmarketing.co.uk)
- There has been a global impact on the availability of all forms of **PPE, Hand Sanitisation, Surgical Scrub and Disinfectants**. J.A.K Marketing will be restricting order quantities, where necessary, of all items in short supply. Customer requirements will be assessed on an individual order basis to ensure fair distribution. We will communicate this at the point of order. We will also inform customers about any out of stock items and an anticipated replenishment stock date at the time of order.
- J.A.K Marketing encourages its customers to continue purchasing as and when they require goods and to not bulk buy. Most of our product range continues to be readily available except for items within the groups detailed above.
- We will continue to fulfil customer orders promptly. We have taken the necessary measures to maintain the supply chain to the best of our ability, and we are continuing to receive stock, however, in some instance's orders may be delayed due to the impact of staff shortages during this period.

We are continually monitoring the spread of COVID-19 and taking the necessary steps to ensure the safety and welfare of our employees and customers on a day-to-day basis. We would like to take this opportunity to thank you for your continued support during these very challenging times.

Yours faithfully

**J.A.K Marketing Limited**

James Johnson

Director of Business Development

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