

CLAAS Eastern Ltd.
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COVID-19 Customer statement - 25 March 2020

Monday evening the Government announced unprecedented measures to stem the spread of the COVID-19 virus in the UK, as a result we would like to share an update on how our company remains here to support you during this period of uncertainty.

This morning we announced to our staff that we are putting in to action our “LOCK DOWN” procedure to ensure that all essential services required to support our customers remain operational. This includes our service, support and parts operations. We have moved several of our non-essential roles to home working to be able to provide you with little disruption to service.

Internally we continue to work with our teams and do our best to support all our employees that might be impacted by the announcements over the past couple of weeks.

The following changes will come into effect 25th March 2020:

- Our showrooms will close with all our branches offering a parts collection point – please call or email in advance to place your parts orders so they can be ready for you. Your contact will confirm the location of your parts collection point.
- Our workshops and field service engineers are still supporting our customers, although social distancing will be observed and new measures have been put in place to ensure the safety of our teams whilst on site.
- Your Field Sales Managers remain available if you require new or used equipment however; it is unclear what disruptions to our availability may occur because of the recent announcements in the UK and Europe.
- Our branch opening hours remain unchanged and will be updated on our website if required.

Your branch contact numbers are:

HORSCH

 **LEMKEN**



CLAAS



Brigg: 01652 651810

Catfoss: 01964 545300

Markham: 01777 838888

Sleaford: 01529 303093

Sinderby: 01845 567407

Ulceby Cross: 01507 462288

Wilberfoss: 01759 388811

We would like to thank you for your continued support and custom during this turbulent time and reassure you that CLAAS Eastern are here to support your vital work and remains Open for Business.....