



To our customers,

At Tchibo Coffee International, we've continued to monitor the Covid-19 situation and follow government advice. Over the last 24 hours the government has taken steps to introduce a lockdown on all unnecessary travel and we'd like to clearly outline what this means for our customers and how we will continue to support you.

## **If you have questions or need support**

First and foremost, we're here to help you. Our Contact Centre will continue to work from home and be available to answer your questions or give advice where possible. That means our Customer Service and Accounts support lines will be there to assist you during this time.

You can continue to call us on 01372 736 200 (option 3)

## **Your business has closed, and you need technical guidance**

Our Technical Support desk will also continue to work from home and be on hand to assist with guidance on how to safely switch off your coffee machine. Where possible, we will prioritise with Technical assistance over the phone only. We will run a limited Field Service response team to support customers in Healthcare and Grocery Retail and our Field Service Engineers will be given guidance on how to protect themselves and others in these environments which still support the public.

For a simple guide to switching off coffee machines, please follow the link [here](#). Alternatively, you can call the Technical Support Desk who will be happy to talk you through these steps on 01372 736 200 (Option 2)

## **If your business is still open and you need a product order**

As a Foodservice business, we'll continue to support customers that require additional stock. Our Contact Centre remains open and available to answer your calls and our warehouse operatives will follow strict guidelines to ensure their health and safety is a priority. Our logistics partner TNT will continue to deliver products, but we can expect short delays in the coming days - we'll endeavour to update you accordingly at the point of order.





## What next?

We'll continue to keep in contact with you through our website, social media channels and email alerts in the coming weeks but in the meantime, we really appreciate your ongoing support and custom.

Please take care and we will get through this together.

The Tchibo Coffee Service Team

