



# THE AG SHOP

AGRICULTURAL PARTS & SERVICE

**As the situation continues to rapidly evolve surrounding COVID-19, we have implemented some new measures in store, in addition to those already communicated, effective immediately. These measures are only effective if we ALL adhere to these guidelines, measures and practices and we need YOUR help in order to keep our work environment risk compliant and operational.**

**! We shall be closing on Saturdays and be reducing our trading hours during the week.**

**If we are not open, and you experience a breakdown or require parts urgently, please call us on 9880 5574 or send us a text on 0448 014 694. This mobile number is our dedicated EMERGENCY after hours number and is monitored regularly. The usual shop number will also divert to this number after hours. Please leave a detailed message and we will get back to you.**

**! If you are not well, please do not enter the store. If you are unwell, or just uncomfortable to be out in public, let us know and we will gladly leave your goods in a designated pick up zone where no contact is required.**

**Please note that we cannot take responsibility for goods left out.**

**! We are experiencing many supplier restrictions, including freight, which will impact the business. We are doing our best and whilst our stock levels are good, and we are working closely with our suppliers to limit any disruption to our ability to service your needs, we do ask for your patience and understanding. CTI Freight shall be operating under reduced hours, therefore we ask that you place any URGENT OVERNIGHT orders by 12pm. This will hopefully reduce any impact to yourselves.**

**! We have done up some order forms. Please feel free to use these. They will be available online through our website or Facebook page shortly. Alternatively, give us a call and we can send through a copy! Please be as detailed as possible on the form. We hope this helps to limit any unnecessary contact whilst speeding up the ordering and servicing process.**

**! Please be patient as we are experiencing greater than normal workloads and are doing our best to keep up.**

*thank you We couldn't do it without you!*

**WE WANT TO KEEP YOU GOING WHEN IT COUNTS THE MOST**





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## WHY ARE WE MAKING THESE CHANGES?



Cleaning and disinfecting of surfaces.



Supply chain issues.



Increase in time pressures dealing with strict protocols in relation to suppliers and customers.



We need to be vigilant in order to remain open and keep a safe and healthy environment for our customers and staff.



## HOW CAN YOU HELP US HELP YOU?



Please send us stock orders.



Please provide as much detail as possible when ordering your parts.



Please be patient.

*thank you* We couldn't do it without you!

**WE WANT TO KEEP YOU GOING WHEN IT COUNTS THE MOST**





# UPDATE TO COVID-19 MEASURES IN STORE THE KEY POINTS:

**1**

## REVISED HOURS

MON-FRI: 8AM-5PM  
SAT: CLOSED

**2**

## EMERGENCY CONTACT

Please call us on 9880 5574 or 0448 014 694 should you have a breakdown emergency when we are closed.

**3**

## GOODS & FREIGHT

Restrictions have been put in place in regards to suppliers and freight delivery. Please have orders in by 12pm.

**4**

## ORDER FORMS

Order forms have been done up and will be available online through our website and Facebook page.

# THANK YOU FOR YOUR CONTINUED SUPPORT AND ASSISTANCE

WE CAN ONLY REMAIN OPEN WITH YOUR HELP