

# Committed to great service



We've learned that it helps to work with reliable people who are willing and able to go that extra mile, especially during these unprecedented times. We believe that great service will always make the difference when it comes to helping businesses realise their objectives; we know that the experience our customers have when placing and receiving orders matters.

## Order Capture



Customers can place their orders online 24 hours a day via our ecommerce site Matthew Clark Live or via EDI integrations. Telesales orders can be placed again from Monday 29th of March in England and Wales. We will deliver on your next agreed delivery day provided you place your order the day before, subject to the 13:00 cut-off time. Customers in Scotland can continue to order online until our Glasgow Contact Centre reopens.

## Availability



We're committed to our usual high on-time and in-full delivery standards, however, as our suppliers get back to business, you may find that some individual products aren't immediately available. We will advise you of the availability of products when you place your order if ordered through Matthew Clark Live or our telesales team. Your Matthew Clark contact will be able to discuss the future availability of a product with you.

## Controlling risk



We have introduced contactless deliveries across our network, and our crews now work to all social distancing guidelines. We will contact you before arrival to understand any unique site rules or requirements. We aim to deliver to your usual delivery point; however, we will need your help to allow this to happen. Please ensure that staff and guests maintain their distance as we deliver and that the route is free from obstructions with adequate lighting and ventilation.

## Return of stock



Orders should be accepted in full unless a particular product is damaged or incorrect. In the event of a problem with any product, please notify our customer services team straight away. Once reported, Matthew Clark customer care will arrange the necessary collection note for the delivery driver to collect the faulty goods at your next delivery. A credit note will be arranged and sent to the customer. A credit will be processed via Matthew Clark credit control.

## Delivery schedule



During the lockdown period, we have offered greater flexibility for customer deliveries. As the trade returns, we anticipate a full return to our pre-lockdown delivery schedule from the 12th of April. As demand remains unpredictable, in exceptional circumstances, we may need to contact you about rescheduling your delivery for the following day.

## Kegs & Shelf-life



Our delivery crew will collect your empties as we deliver. Please contact your account manager if you have an excess of empties that needs to be collected. If, on checking the shelf life of stock delivered, you find it to be below our usual standards, you may refuse delivery and Matthew Clark will redeliver as soon as possible.

## Special delivery instructions



Should there be any delivery restrictions, such as time constraints, size of vehicle limits, noise problems or restrictions in place due to Coronavirus, please make our customer services team aware. Matthew Clark aims to deliver during your scheduled delivery day and time window, if any changes to these agreements are required, please contact Matthew Clark customer services or your sales account manager.

## Contacting us



If you have any queries, comments or suggestions around our service, please contact Customer Service: [mccustomerservice@matthewclark.co.uk](mailto:mccustomerservice@matthewclark.co.uk).

As we safely phase the return of our staff, our contact centre will be open Monday to Friday, 09:00 am to 5:00 pm from Monday 29th of March. Our Regional Sales Managers, Business Development Directors and Business Managers are available, so please don't hesitate to give them a call if you need any support or advice. Our account managers have begun phased return back to work.

the experience matters

Matthew Clark