

TARFF

AGRICULTURAL MERCHANTS

COVID-19: Procedure & Policy Reminder

Good Evening {{ contact.FIRSTNAME }},

We hope that you are keeping well and staying safe in these difficult and challenging times.

We would like to send our sincere thanks to all our customers who have been so obliging with the new policies and procedures which have been set in order for Tarff to run as efficiently and safely as possible.

As a small reminder, please see our policies and procedures below. These have not changed since March 27th but we will continue to keep you updated as and when we move forward.

TARFF'S GUIDELINES

The following procedures are in place for all stores:

1. Shops are remaining open but **NOT** open for browsing, and customers cannot self select.
2. All customers are to phone and order prior to arriving at their local store. Further details of Call & Collect are below.
3. Payment for orders can either be taken over the phone or put on account.

Regrettably, it has been decided to suspend deliveries and supplies of non-essential goods unless these form part of a larger order consisting of essential items*. Items such as compost and a bag of pasta are examples of non-essential items. As we are running our stores on skeleton staff, we are now unable to fulfil Call and Collect orders that only consist of non-essential items.

*Essential items can be broadly classed as animal feed, animal health products, bedding or essential seasonal products.

Store Hours

ALL stores will be closed between **12 noon - 1pm**. We respectfully ask that customers try and avoid contacting us during that time although we will endeavour to answer as many calls as we can. Stores will promptly close at 5pm with the exception of Dumfries (5.30pm).

Note a Change in Dumfries Shop Hours:

Monday - Friday - 8am - 5.30pm

Saturday - 8am - 12 noon

Sunday - Closed.

Procedures

Call and Collect (essential items only)

With procedures in place to restrict customer access to

Free Delivery for the Community

Tarff is cancelling delivery charges whilst current Government

Payment of Goods

Due to the restrictions in place for customers entering shop premises,

stores, please can customers phone ahead and order before arriving at your local branch.

Simply call, order, pay over the phone (or on account) then collect. On arrival, please phone the store and a member of staff will deliver your goods to the car.

Please do not enter the store.

guidelines remain in place. Please note: it has been decided to suspend deliveries and supplies of non-essential goods unless these form part of a larger order consisting of essential items*.

we suggest either paying for your goods over the phone or put on your account.

On the Road Staff

Our Sales Representatives are predominantly working from home or in their local branch and can be contacted via phone or email. However, if you feel an on-farm visit is necessary, please speak to your local Sales Representative to discuss this.

Our Agronomy Team is still offering on-farm services such as field walking. We ask that farmers respect that they must work remotely to prevent any potential risk of spread. The team will give feedback, advice and results by phone or email. Please call Stair, Rory or Calum to discuss your requirements.

This unprecedented time is difficult for us all and Tarff is doing its utmost to continue providing its quality service to farmers and the rural community. We are extremely busy with orders and will endeavour to fulfil your requirements as soon as we can.

We appreciate and thank you for your cooperation at this time.

Tarff Team

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