

3 October 2021

Good evening,

Today at 1pm it was announced by the Government that Hamilton City, Raglan, Te Kauwhata, Ngāruawāhia and Huntly will move to Level 3 tonight at 11:59pm.

Our Hamilton branch is already underway preparing for you to make contactless collections this week so you can get your supplies sorted safely.

The swift shift in alert levels will no doubt pose challenges for all of us again. We're here to support you as best we can, but your patience at this difficult time is appreciated while our teams work through this.

Here's a quick re-cap on how we'll be operating at Level 3:



 Contactless delivery or collection available	 Order in advance online	 Scan in using the NZ Covid Tracer App
 Call or email ahead to arrange a collection time	 Wear a face covering	 2m physical distancing
 Stay in your vehicle	 Follow our team's instructions	 No walk-up customers at this time

- Contactless delivery or collection available
 - Order in advance using our [Online tools](#)
 - Scan in using the NZ Covid Tracer App, or sign in manually
 - Call or email ahead to arrange a collection time
 - Wear a face covering
 - 2m Physical distancing
 - Stay in your vehicle
 - Follow our team's instructions
 - No walk-up customers at this time
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F & T MANUFACTURING

While we'll still be operating our Cambridge Manufacturing site, please bear with us as we may have a few less staff than usual because of the boundary restrictions.

We are currently also working through our ability to deliver frames and trusses to site based on the boundary restrictions in place – this will likely be on a case by case basis. Our team will contact you about rescheduling deliveries due to take place this week, as well as forward work to provide an update for your jobs as soon as we can.



DELIVERY TO SITE

You might have special procedures in place we need to follow when making a delivery, remember to let us know when you place your order.

OUR TEAM

Please feel free to phone or email your CARTERS representatives as you normally would, however some of them might still be working from home again as recommended.

For more information, please email cartersfeedback@carters.co.nz or visit our website www.carters.co.nz/business-updates.

Regards,

Mike Guy
Chief Executive

CARTERS  **Your
Building Partner**