

To all our customers far and wide,

Thank you for your loyalty and support through these unprecedented times, it continues to be a challenging time for us all, but we are beyond grateful for still choosing us as your supplier.

We are pleased to confirm that, in light of the Government announcement on the 31st October we are considered an essential business provider and will continue to deliver our service and support our customers as normal. DMI management are ensuring that all staff follow the government guidelines with regards to safeguarding and social distancing to ensure that we can continue manufacturing. If we do have to close unexpectedly, we will do our best to contact every single customer to let them know in as much time as possible.

We will continue to advise our carriage providers with instruction to operate a “next working day” delivery service we know you rely on for all products. Should the demand or availability of supplies change or any restrictions that affect us from producing and shipping stock we will keep you informed.

Please bear in mind that due to circumstances, if your order is placed as a back order we are currently advising that there is a 10 working day turnover from ordering to dispatch to give our teams enough time to produce the orders safely and in line with the government guidelines regarding social distancing. We aim to fulfil orders within these 10 days to the best of our abilities but if something does delay this process, we will update you accordingly.

For more information email [sales@disposablemedicalinstruments.co.uk](mailto:sales@disposablemedicalinstruments.co.uk) or telephone 01284 750762 to speak to a member of our team.

On behalf of all DMI Staff, we wish you well over the coming weeks.

Stay safe.

Yvonne McBean

Operations Director

