

On Monday the 3<sup>rd</sup> of August 2020 the Victorian Premier, Daniel Andrews, announced that Stage 4 restrictions will commence this Wednesday evening in Melbourne. Kayell Australia will continue to operate within the Victorian Government COVID-19 guidelines, by offering an online service and a click and collect contactless service out of our Collingwood office.

These changes will not affect how our Sydney office functions and we feel we will be able to service all our customers nationally with very little impact. Please note if you are calling our 1300 KAYELL (529 355) number and you live in Victoria, South Australia, Western Australia and Tasmania you will be directed to our Melbourne office which is operating with modified hours.

### **Changed conditions for our Melbourne store while Covid-19 restrictions take place...**

#### **Trading:**

Restricted trading: Click and Collect with contactless pickup and delivery via online orders

Webstore: Open seven days a week

Monday to Friday: 10:00am - 4:00pm

Saturday and Sunday: Closed

#### **Online Ordering**

Our website is available to all our customers for the purpose of placing online orders and arranging "Click and Collect" Orders. Our preference is to deliver the goods to your nominated address with information when somebody can be there to receive the delivery, so we don't miss you. If you currently don't have an online profile / login, please go to [www.kayellaustralia.com.au](http://www.kayellaustralia.com.au) to start the process.

#### **Click & Collect**

Our Melbourne store will only be supplying customers with a click and collect service who have "paid in full". They will do contact free pick up only. No face to face payment is available. Customers will be contacted via phone or email to arrange an agreed time slot for collection to minimise social distancing concerns and ensure that Kayell Australia staff are onsite for collection.

#### **Warranty, Repairs and Support**

During the lockdown in Melbourne we are accepting warranty and repairs via our Sydney office. The best way to lodge a warranty, repair or support request is via our website <https://support.kayell.com.au>. You can still email and call but in most cases the staff will need info from you that will need to be submitted via the portal such as images, serial numbers and more.

#### **Hire**

At this time we have suspended the hiring of goods from our Melbourne office. In special circumstances loans may be approved by management but on a case by case basis.

#### **Admin**

All our administration staff are still working, so if you require any assistance please feel free to email or call, please note email is preferred as these staff when possible will be working from home.

If we are forced to change any of these details, we will inform people via social media and our newsletter.

### **The Team at Kayell Australia.**

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#### **Kayell Australia Pty Limited**

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