

CUSTOMER POLICY

At David M Robinson, we understand that it is crucial for our clients and their families to receive the very best service from our teams of helpful experts. Always striving to go the extra mile, now it is even more important than ever to ensure that the safety of our clients and colleagues is our priority.

We continue to monitor the situation daily and are following the guidelines provided by Public Health England. In an unprecedented time, we want to assure our clients that we are doing all that we can to maintain the highest possible standard of service, for which we have been known throughout our history.

DMR always aims to ensure that we can continue to provide our expert services to our clients in every situation, doing so now with enhanced safety provisions, for the protection of our colleagues and friends.

WE HAVE NOW IMPLEMENTED SEVERAL NEW SAFETY REGULATIONS IN OUR SHOWROOMS.

FOR THE SAFETY OF OUR COLLEAGUES:

- ◆ We are continuing to follow social distancing rules, with colleagues working 2 metres apart when possible.
- ◆ To improve yours' and our colleagues' security, we have installed screens on tables across our showrooms.
- ◆ We have taken the decision to pause our jewellery cleaning service for the foreseeable future.
- ◆ If you will decide to wear a face covering during your visit, you will be asked to temporarily remove this for the purpose of our showroom's security procedures and for identification purposes.
- ◆ Should the face covering not be reusable, a member of the DMR team will provide you with a complimentary face mask upon entry to the showroom.

TO ENSURE SAFETY DURING OUR SALES PRESENTATIONS:

- ◆ All jewellery and watches are cleaned after every client has tried the piece on.
- ◆ Clients will not be permitted to try our earrings during their visit.
- ◆ We will not be assisting you in fastening clasps, bracelets and straps.
- ◆ We will offer you nitrile gloves to wear if you wish.
- ◆ Following the conclusion of a sales presentation, all trays and tables are cleaned between use.
- ◆ We use Bacoban® - a patented surface disinfectant solution to disinfect all touch surfaces within our showroom.

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OUR REPAIRS SERVICE HAS BEEN REORGANISED TO ALLOW US TO CONTINUE ASSISTING OUR CLIENTS:

- ◆ Repairs can be left with us and collected only from a designated repairs reception area in each showroom.
- ◆ We are only conducting the repair of Rolex watches and DMR jewellery initially.
- ◆ We are not repairing any pearl jewellery.

HOW YOU CAN HELP...

- ◆ If it is not possible to enter our showroom straight away, we ask you to respect social distancing rules, by maintaining a 2-metre distance from other clients, following any instructions given to you by our Security Officer.
- ◆ We expect all clients to honour the longer waiting time during a visit. This time is required for our colleagues to clean all stations and disinfect our product as required.
- ◆ Upon entering the showroom, please use the hand sanitiser provided.
- ◆ Should you decide to wear a face covering, you will be asked to remove it prior to entry. We will ask you to dispose of face masks in the bin provided, and you will be offered a new face mask.
- ◆ We expect you to wear gloves provided by our team when handling any product in the showroom.
- ◆ We also expect you to follow the guidance of our colleagues on any necessary actions.

APPOINTMENTS

To avoid unnecessary congestion and waiting times, we will be limiting the number of clients that can be served in each showroom. It is strongly advised that you contact our Sales Ambassadors or the showroom ahead of your visit, to book an appointment with our colleagues. Should you prefer to visit one of our showrooms without an appointment, please follow any guidance given to you by our Security Officer prior to entry.

WE WILL CONTINUE TO FOLLOW GUIDANCE FROM THE GOVERNMENT AND APPLY ALL RECOMMENDED PROCEDURES AS QUICKLY AS POSSIBLE.

We thank you, in advance, for your co-operation.

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