

CORONAVIRUS (COVID-19) PREVENTION & CONTROL POLICY

FOR L.GUESS JEWELLERS

All of us have been affected by the Coronavirus (Covid-19) pandemic. At L.Guess Jewellers our priority is the safety and well being of our staff and customers therefore things may be a little different when you next come in to see us.

We are following best practice advice for shop hygiene and social distancing from our trade body, the National Association of Jewellers and the nationally recognised “Store-Safe” guidelines. All our staff are fully briefed and have completed training and certification on these strict “Store Safe” guidelines.

Before you visit

If you or anyone in your household is showing any symptoms of Coronavirus (COVID-19) please do not under any circumstances come to the stores.

When you arrive at the store

We will be operating a secured door policy with a member of the the team on “Door Duty”. We will not initially be allowing more than two people from the same household into the store without an appointment at any one time.

If there are customers already in the store when you arrive you will need to wait at a safe distance - at least 2 meters from any other people to wait to be invited in by a member of staff when it is safe to do so.

If you have made an appointment via our on-line booking system we would ask you to call the store on arrival and we will advise you when we are ready to see you.

When the customers inside the store leaves you will need to step back to allow them to leave from a safe distance as we only have one entry and exit point.

We have a strict hygiene and cleaning routine after each customer has left the store so please bear with us while one of our team ensure they have sanitised any touch points and surfaces. Once the area is clean you will be invited to enter the store.

Outside the door is a sanitising station, you will be required to sanitise your hands prior to entry and use an anti-bac wipe should you need to touch the door handle. Inside the door will be a clearly marked special bin to dispose of it.

We understand you may wish to wear a mask or gloves - this is absolutely fine but due to insurance and security in our specific trade a member of staff will ask you to remove your mask momentarily as you enter by the door so our security system is able to see your face.

Once inside the store

You will notice we have had to make a few temporary changes to the appearance of our stores.

The first being full screening round all our counters, the second being a reduced shop floor area. We have had to temporarily reduce our browsing area and touch points as we have so many hard surfaces throughout the stores. We also need to ensure our team have a “safe” area to work in that is untouched by customers. We hope you understand the difficult decision we have had to temporarily make but with time we hope to be able to fully open the full shop floor area.

Please do not be upset or offended if some of our staff may be wearing PPE (personal protective equipment) ie.gloves or masks when serving you.

Wherever possible we are utilising environmentally friendly, single use items which are disposed of after each customer in order to protect from cross infection. All disposable items are bagged and safely removed from the premises.

Viewing items of stock

You are of course welcome to view/touch any items of stock you are looking to purchase. We understand this is an important part of the decision process. To eliminate any cross contamination we will be putting any items you select in a sanitising tank for 2 minutes prior to you handling it and the same when the item is handed back to us should you decide not to purchase. We hope this will re-assure you that any items you view are safe and have been sanitised before and after handling.

We will display a reduced amount of stock in our front windows temporarily to enable us to spread it out so you can browse without being too close to another customer. Please note the 2m markings on the pavement to guide you.

Watch Battery Fitting, Straps & Watch Repairs

Our workshop will be fully up and running again but we will temporarily not be offering a while you wait/same day service. We are still more than happy to carry out batteries and repairs etc but we will just have a slightly different process. We will write out a ticket and ask you to attach it to your watch and then place it in a special bag. We then quarantine your watch for 72 hours before we are able to examine it.

We know this may be disappointing to some and not our usual level of speedy service but we hope you understand the importance of not handling an item such as a watch straight away and that we are doing the right thing by following the strict guidelines set out by our trade association.

Jewellery Repairs

Our workshop will be fully up and running again but we will need to sanitise your items for 2 minutes in our sanitising tank before we are able to safely examine it and quote as normal. There may be the odd exception which is unable to be placed in the tank - in this instance we will have to follow our quarantine procedure. We can then follow our usual procedure of examination, quotation and time frame to complete the necessary work.

Gold Buying

With gold prices reaching record highs at the moment we are still very happy to make an offer and buy your unwanted or broken gold. We aim to offer the best prices locally and offer you same day payment.

We would ask you to bring it in all in one bag ideally - a freezer type bag and we will place all items in our sanitising tank for 2 minutes before we can examine it. We will then offer you a no obligation price - should you choose to accept we are following our usual process of you providing ID and filling out a buying in form. We will then pay you the same day.

Should you prefer not to visit the stores in the first instance:

There are various ways we can try to assist you and still offer our high standard of customer service without you having to initially come to the store.

- We are delighted to be able to offer personalised appointments for any of our products. Bookable via the website and on our Facebook and Instagram Page.

We are also available:

- By telephone - Rustington 01903 783002 Littlehampton 01903 724392
- By email info@lguess.co.uk
- On Instagram and Facebook
- We will also be offering one to one personalised Zoom or FaceTime meetings. If this is something that is of interest please email or call us on the above and we can arrange a time to contact you. We can assist with repairs, bespoke commissions, engagement rings or help select an item to purchase.
- We are also happy to offer a local delivery service or a collection in store to reduce time having to be spent out and about.

Payment methods:

We would prefer not to take cash at the moment so we would ask you to pay by card or directly into our account via BACS.

We want to try and make your visit to us as safe, comfortable and enjoyable as possible, we understand a visit to your local jewellers is often an enjoyable one and can often represent an emotive or important occasion in peoples lives.

We thank you in advance for your understanding and hope you support us in our decisions and understand that they are for the safety and protection of our team and customers. We kindly ask you to comply and not make our staff feel uncomfortable having to asking you.

We truly thank you for your continued support to your local, independent jewellers and thank you for waiting so patiently for us to safely re-open.

FROM ALL THE TEAM AT L.GUESS JEWELLERS